Troy University

New Student Survey Report

New Students Enrolled In Fall 2008

**Office of Institutional Research,
Planning, and Effectiveness**

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Troy University Fall 2008 New Student Survey Report

Executive Summary

As an annual institutional effectiveness effort, the Office of Institutional Research, Planning, and Effectiveness (IRPE) conducted the *New Student Survey* in fall 2008. This was the fourth time that this survey has been conducted. The purpose of the *survey* was to identify the satisfaction of the fall 2008 new students with their experiences at Troy University and to determine how well the University served their needs as new students.

The *Survey* was administered through an online survey program. The target population was the new students who enrolled at the University for the first time in fall 2008. In September 2008, the online survey was distributed via email to the first group of 5,224 students who enrolled during the first part of the fall semester, and in November, the second group of 2,683 students who started in the second half of the Fall Semester were surveyed. After a follow up email to non-respondents in the first group, data collection was completed in the middle of January 2009, and a total of 1,681 responses were received, representing a 21% response rate.

The descriptive method of data analysis was used to identify the areas with which students were most and least satisfied, based on campuses, colleges, and academic levels. Comparative analyses were also conducted to determine if significant differences existed in student satisfaction based on gender, ethnicity, age, and selection of Troy University as first choice. The major findings are reported in "Highlights of the Findings," and more detailed information, including frequencies of the responses, mean comparisons, demographic information and other related information can be found in the appendices.

Highlights of the Findings

Demographic Information:

The majority of the respondents were female (71%), white (52%), and non-traditional students (25 years or older) (68%). This distribution reflected the distribution of the new students in Fall 2008; however, because the TROY campuses serve different types of students (Troy serves traditional students and other campuses serve predominantly non-traditional students), the generalization of survey findings should be made with caution. It should also be noted that 45% of the respondents to this survey were eCampus students.

Of all the respondents, 67% were undergraduate students (27% first-time freshmen, 36% transfer students, and 2% transient students) and 33% were graduate students (23% new graduate students, 4% transfer, and 1% transient). Overall, 35% were business majors, 29% were Arts & Sciences students, 18% were College of Education students, 11% were Health and Human Services students, and 3% were Communication and Fine Arts students. Additionally, 40% of the students were enrolled on campuses in Alabama (20% in Troy, 5% in Phenix City, 9% in Montgomery, and 6% in Dothan), 13% were students of Global Campus, and 45% were Distance Learning students.

College Choice and reason for choosing Troy University:

Of all the new students who responded to the survey, 73% selected Troy University as first choice when applying for college admission and 21% had Troy University as their second choice. The survey also found that approximately 59% of the students selected Troy University because of its flexibility of schedule, 54% because of location, and approximately 50% indicated that they chose Troy University because of its academic reputation and affordability. Additionally, approximately 40% of the respondents had visited the Troy campuses before they enrolled at Troy University.

Student Satisfaction - Strengths:

As indicated in Appendix 1, overall, new students were satisfied with their experiences at Troy University. The majority of the students (83%) agreed or strongly agreed that they were receiving a quality education at Troy University; 80% indicated that they would recommend Troy University to a friend; and 80% responded that the semester/term format implemented at Troy University accommodated their learning.

Among the top items ranked by agreement level were "Classes are offered at convenient times" (77%), "Troy personnel are knowledgeable and helpful" (77%), "Faculty care about students as individuals" (75%) "The classes I attend are well organized and well taught" (75%) and "Troy University has a good reputation in my community" (75%).

These were the strengths of the University as a whole, and these strengths were reflected in most of the campuses, colleges, and in different academic levels (Appendix 2 – 16). Analyses found strong positive correlations between all these areas and the item Q13: "I would recommend Troy University to a friend who is planning to go to college". This item was ranked in second place of all satisfaction items (Appendix 1) and indicates that students might help advertise services of the University.

Student Satisfaction – Weaknesses

Based on the student agreement levels, the survey identified some areas of weakness. These include the availability of student organizations, sufficiency of tutorial services, on-campus bookstore hours, students getting the "run around" when seeking information, and the on-site registration process, and the process for purchasing textbooks through the virtual books store. In these areas, less than two-thirds of the respondents were satisfied. In particular, 25% of the respondents disagreed that "Students seldom get the 'run around' when seeking information" (16% were neutral; and 54% agreed). These items were also rated low or ranked at the bottom in most locations and colleges. Other areas, such as the registration process, academic advising, and class times, were in need of improvement on some campuses. Special attention should be directed to these items and plans to improve should be developed and implemented. (See reports in Appendixes 1 – 12.)

Comparison

Group means for students with different characteristics were compared to identify possible significant differences in student satisfaction for these groups. The analyses found that the satisfaction means for males and females were significantly different with males more satisfied for:

- Troy personnel are knowledgeable and helpful
- Faculty care about students as individuals
- I feel I can talk to faculty about my academic concerns
- The tuition payment plan is beneficial for students
- Students seldom get the "run around" when seeking information
- I am receiving a quality education at Troy University
- I would recommend Troy University to a friend who is planning to go to college

(See Appendix 17)

Furthermore, the satisfaction means for students of Other Minorities/Blacks and Whites were significantly different, with Whites more satisfied for:

- Troy personnel are knowledgeable and helpful
- Faculty care about students as individuals
- I feel I can talk to faculty about my academic concerns
- The online registration process is user-friendly
- The classes I attend are well organized and well taught
- The University offers a variety of majors at my location
- I am receiving a quality education at Troy University
- I would recommend Troy University to a friend who is planning to go to college

(See Appendix 18)

Additionally, the satisfaction means for non-traditional students (aged 25 or older) and traditional students (under age 25) were significantly different with traditional students more satisfied for:

- The University offers a variety of majors at my location
- Tutorial services are sufficient
- On-campus bookstore hours are convenient for students
- Student organization are available for my participation
- I am receiving a quality education at Troy University.

(See Appendix 19)

Further analysis found that the satisfaction means for students who selected Troy University as their first choice were significantly different than the means of students who did not select Troy as their first choice for:

- Knowledge and helpfulness of personnel
- Faculty's concern about students as individuals
- Feeling of being able to talk with faculty about academic concerns
- Adequacy of academic advising
- Class information provided before enrollment
- Registration dates and times being made clear
- The online and on-site registration process
- Students seldom getting the 'run-around' when seeking information
- Drop/Add procedures
- Classes being organized and well taught
- Purchasing books through the virtual book store
- Troy University having a good reputation in the student's community
- Receiving a quality education
- Student recommending Troy University to a friend planning to attend college

 (See Appendix 20)

Learning about Troy University: 45% of the new students indicated that they learned about Troy University through "Word of Mouth" (Question 12) while 57% learned about the registration dates and times via "Internet" (Question 13). (See Appendix 27)

Best way to advertise Troy University: 47% of the new students thought that "Word of Mouth" was the best way to advertise Troy University and 27% indicated that the best way was through "Internet" (Question 14). (See Appendix 27)

New Student Description of Troy University:
69% of the new students described Troy University as "Convenient," 47% thought it was of a "Good Value for the price," 43% considered it to be academically challenging, and 42% believed that the staff of the University were "Friendly" (Question 15). (Appendix 27)

A Culture of Reading

Troy University is committed to fostering a culture of reading among its students. The Quality Enhancement Plan (QEP) of Troy University focuses on strengthening student literacy and learning by setting high expectations for reading and by supporting new initiatives that will enable students to become better readers.

In support of this effort Dr. Eleanor Lee, Dean of Instructional Support Services, added a section of questions to the 2008 New Student Survey to collect baseline data on the reading preferences and habits of incoming students. Detailed results of these questions are presented in Appendix 28.

Frequency of reading: When asked about their general frequency of reading, most students (52.6%) reported that "I don't have much time to read for pleasure, but I like to when I get the chance." However, 30.6% of students reported, "I read constantly for my own personal satisfaction, and I love it." 12.7 percent of new students reported that "I only read what I am supposed to for school." Only 2.6% of new students reported that "I basically don't read books much at all."

Reason for reading: The most frequently reported reason for reading (35.1%) was "To learn new things on my own." A parallel reason for reading (35%) was "Just for the pleasure of it." 22.7% of survey respondents reported that they read "Because I have to for school." Less than 4% reported that they read for the following reasons: "I don't really read much." 3.2%, and "Because I get bored and have nothing else to do." (2%). It is concerning that only .4% (less than half of one percent) of new students reported that they read "Because my parents encourage me to."

Reading ability: Almost all (97.3%) of new students reported that their reading level is Average (25.5%), Above Average (38.8%) or Advanced (31.5%). Less than three percent of new students reported that their reading ability is below average (2.6%) or Poor (.1%).

Reading materials: New students were asked what types of reading materials they read. The five most common responses were: Books assigned for class (91.6%), Newspapers (72.1%) Books I read outside of class for pleasure (70.6%), Online websites or webzines (61.5%), and Cereal boxes, instructional pamphlets and other product packaging (50.1%). The five types of resources which the lowest percentage of new students reported reading were: Magazines about video games (8.6%), Comic books or graphic novels (11.2%), Sports magazines (21.7%), Puzzles/Games/Humor magazines (22.4%) and Computer manuals or other electronic equipment manuals (24.8%).

Volume of reading: New students were asked "Not including school assignments, how much do you read?" The most common answer (27%) was "Under one book per month." 26.7% of new students reported reading "One book per month" and 22.9% reported reading "2-3 books per month." 14% of new students reported reading three or more books per month while 7.2% reported that outside of school assignments they do not read at all.

Preferred genre: New students were asked to report what types of books they like to read for pleasure. The five most common answers were: True stories (53.4%), Mystery (39%) Romance (38.8%) Biography/Autobiography (38.3%), and Adventure (36.1%). The five least favored types were: Sports (13.7%), Horror (15.9), Books about hobbies or collecting (18%), Factual books, like a book about dinosaurs or space (19.9%), and Science Fiction (19.3%).

Characters: New students were asked which characters/people they liked to read about. The five most common answers were: Historical figures (46.5%) People or characters who are a lot different than me (43.7%), People or characters my age who have done some cool or amazing thing (41.1%), People or characters who are lot like me (37.7%), People or characters my age wrestling with tough issues like crime, drug abuse or poverty (36.1%), and Celebrities (34.9%).

The five least most common characters were: Sports figures (16.3%), Animals (16.8%), Fantasy characters – like super heroes, people from other worlds, or future (20.5%). Musicians (22.5%), and Characters from movies or television shows (6.2%).

Discussing reading: New students were asked to report how often they discuss books with others. The following percentages were reported: Daily (8.7%), Weekly (23.1%), Monthly (21.8%), A few times per year (27.2%), Once per year (5.5%) and Never (11.9%).

<u>Implications</u>

1. Troy University has done a good job in meeting the needs of new students even though there are areas that need to be improved.
2. The University might use the following in its recruitment and advancement efforts:
   - 80% of new students responded that they were receiving a quality education at Troy University;
   -79% of the new students indicated that the semester/term accommodated their learning;
   -79% of the new students indicated that they would recommend Troy University to a friend;
   -67% of the new students described Troy University as convenient;
   -56% of the new students selected Troy University because of its flexibility of schedule.
3. New student satisfaction results may be used as information to assist student recruitment efforts.
4. Efforts should be made to maintain the strengths of the University and improve areas of weakness.
5. Significant differences in satisfaction of students with different characteristics should be considered as student services personnel work to meet the needs of a diverse student population.
6. Most new students consider themselves to be good readers, but they find little time for reading. Very few students are encouraged to read by their parents. While students are under the influence of the University reading should be modeled and encouraged.

Note: In Appendices 1-16 which follow, the instruction for all items was: "Q11: Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University."

Appendix 1. 2008 New Student Perceptions about Troy University - Overall							
Ranked by Frequency of Agreement							
Total respondents = 1547*							
Academic programs, services, and administration	2008 Rank	2007 Rank	2006 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	1	82.5%	7.1%	5.0%	1,517
I would recommend Troy to a friend who is planning to go to college.	2	2	2	80.3%	6.4%	7.8%	1,522
The semester/term format at my location accommodates my learning.	3	3	3	80.2%	7.8%	5.5%	1,522
Classes are offered at convenient times.	4	5	4	77.0%	7.2%	6.6%	1,513
Troy personnel are knowledgeable and helpful.	5	7	7	76.9%	9.6%	11.5%	1,533
Faculty care about students as individuals.	6	8	12	75.2%	12.4%	8.9%	1,530
The classes I attend are well organized and well taught.	7	9	10	75.0%	9.6%	8.7%	1,521
Troy University has a good reputation in my community.	8	4	5	74.5%	10.8%	5.8%	1,516
I feel I can talk to faculty about my academic concerns.	9	10	11	74.0%	12.0%	10.0%	1,526
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	6	8	72.9%	9.2%	14.2%	1,531
The online Schedule of Classes is informative and easy to follow.	11	11	9	70.7%	11.7%	8.3%	1,522
The printed Schedule of Classes is informative and easy to follow.	12	12	6	69.4%	9.8%	6.1%	1,521
The University offers a variety of majors at my location.	13	14	17	69.4%	12.3%	9.8%	1,522
Class information provided prior to enrollment was helpful.	14	13	15	67.6%	12.0%	16.0%	1,521
Academic advising is adequate.	15	18	20	63.9%	15.1%	14.8%	1,524
Sufficient financial aid options are available.	16	16	16	62.6%	14.7%	10.5%	1,527
The online registration process is user-friendly.	17	19	19	61.8%	13.4%	10.9%	1,523
The tuition payment plan is beneficial for students.	18	15	13	61.7%	15.4%	7.2%	1,525
Class drop/add procedures are appropriate.	19	17	14	60.8%	14.7%	7.2%	1,521
Purchasing textbooks through Troy Virtual Book Store is convenient.	20	22	21	56.9%	15.0%	8.5%	1,514
The on-site registration process is user-friendly.	21	20	18	54.2%	14.5%	7.6%	1,508
Students seldom get the "run around" when seeking information.	22	21	24	53.4%	16.1%	24.9%	1,525
On-campus bookstore hours are convenient for students.	23	23	22	42.0%	17.0%	6.0%	1,509
Tutorial services are sufficient.	24	24	23	40.2%	20.2%	6.5%	1,512
Student organizations are available for my participation.	25	25	25	37.7%	21.1%	7.0%	1,512
Note: Agree = Agree + Strong Agree / Disagree = Disagree + Strongly Disagree							
*On the Fall 2008 New Student Survey the scale was initially stated as 1 through 6 with no key. 134 persons submitted the survey before this was corrected.							
The input from the first 134 respondents was omitted from analysis from the question on which students rated their agreement with these statements.							
Note: These percentages do not total 100% because the percentage of those who indicated "not applicable" is not reported in this table.							

Appendix 1.1. New Student Perceptions about Troy University - Overall Comparison										
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005										
	Agree*					**Disagree***				
Academic programs, services, and administration	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**
I am receiving a quality education at Troy University.	82.5%	80.2%	85.8%	85.2%	-2.7%	5.0%	4.7%	5.9%	5.9%	-0.9%
I would recommend Troy to a friend who is planning to go to college.	80.3%	79.3%	84.6%	83.0%	-2.7%	7.8%	5.7%	7.1%	7.8%	0.0%
The semester/term format at my location accommodates my learning.	80.2%	78.5%	83.3%	82.6%	-2.4%	5.5%	4.6%	5.5%	5.9%	-0.4%
Classes are offered at convenient times.	77.0%	75.3%	82.6%	79.3%	-2.3%	6.6%	6.8%	7.7%	9.2%	-2.6%
Troy University has a good reputation in my community.	74.5%	75.5%	82.6%	79.8%	-5.3%	5.8%	5.1%	5.7%	6.6%	-0.8%
The printed Schedule of Classes is informative and easy to follow.	69.4%	70.7%	80.5%	80.2%	-10.8%	6.1%	5.7%	7.4%	6.8%	-0.7%
Troy personnel are knowledgeable and helpful.	76.9%	74.5%	79.2%	77.4%	-0.5%	11.5%	9.9%	8.4%	10.1%	1.4%
Reg. dates, times, & procedures were made clear to me prior to enrollment.	72.9%	75.1%	78.4%	N/A	-5.5%	14.2%	10.4%	12.0%	N/A	2.2%
The online Schedule of Classes is informative and easy to follow.	70.7%	71.9%	78.4%	74.5%	-3.8%	8.3%	7.3%	8.9%	9.9%	-1.6%
The classes I attend are well organized and well taught.	75.0%	73.2%	78.2%	77.9%	-2.9%	8.7%	8.6%	9.1%	9.1%	-0.4%
I feel I can talk to faculty about my academic concerns.	74.0%	72.7%	77.2%	76.7%	-2.7%	10.0%	8.3%	9.6%	8.7%	1.3%
Faculty care about students as individuals.	75.2%	74.1%	76.8%	76.0%	-0.8%	8.9%	7.0%	7.3%	7.9%	1.0%
The tuition payment plan is beneficial for students.	61.7%	65.6%	75.3%	74.6%	-12.9%	7.2%	5.7%	6.4%	6.8%	0.4%
Class drop/add procedures are appropriate.	60.8%	64.4%	75.3%	71.3%	-10.5%	7.2%	5.9%	7.7%	8.7%	-1.5%
Class information provided prior to enrollment was helpful.	67.6%	69.9%	75.2%	N/A	-7.6%	16.0%	10.7%	11.6%	N/A	4.4%
Sufficient financial aid options are available.	62.6%	64.6%	73.2%	69.3%	-6.7%	10.5%	7.6%	10.1%	11.0%	-0.5%
The University offers a variety of majors at my location.	69.4%	68.2%	73.2%	71.5%	-2.1%	9.8%	10.4%	10.8%	12.0%	-2.2%
The on-site registration process is user-friendly.	54.2%	56.4%	71.6%	67.4%	-13.2%	7.6%	7.3%	9.7%	11.5%	-3.9%
The online registration process is user-friendly.	61.8%	63.4%	71.2%	67.8%	-6.0%	10.9%	8.9%	11.6%	12.6%	-1.7%
Academic advising is adequate.	63.9%	63.7%	69.8%	67.3%	-3.4%	14.8%	12.5%	12.5%	14.2%	0.6%
Purchasing textbooks through Troy Virtual Book Store is convenient.	56.9%	51.4%	64.7%	57.4%	-0.5%	8.5%	9.5%	11.1%	12.1%	-3.6%
On-campus bookstore hours are convenient for students.	42.0%	47.7%	63.2%	61.4%	-19.4%	6.0%	5.5%	9.9%	11.7%	-5.7%
Tutorial services are sufficient.	40.2%	43.0%	61.6%	57.2%	-17.0%	6.5%	6.0%	8.4%	8.2%	-1.7%
Students seldom get the "run around" when seeking information.	53.4%	53.3%	61.5%	56.7%	-3.3%	24.9%	22.1%	20.9%	24.8%	0.1%
Student organizations are available for my participation.	37.7%	41.1%	55.8%	55.0%	-17.3%	7.0%	7.5%	11.0%	12.2%	-5.2%

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 2. New Student Perceptions about Troy University - Dothan
Ranked by Agreement Level

Total respondents = 89

Academic programs, services, and administration	**08 Rank**	**07 Rank**	**06 Rank**	**Agree***	**Neutral**	**Disagree***	**N**
I am receiving a quality education at Troy University.	1	3	1	85.6%	4.4%	4.4%	87
I would recommend Troy University to a friend who is planning to go to college.	2	4	4	78.9%	6.7%	11.1%	88
The printed Schedule of Classes is informative and easy to follow.	3	2	3	77.8%	7.8%	10.0%	88
The semester/term format at my location accommodates my learning.	4	6	6	77.8%	11.1%	5.6%	88
I feel I can talk to faculty about my academic concerns.	5	7	12	77.8%	12.2%	6.7%	89
The classes I attend are well organized and well taught.	6	13	9	77.8%	11.1%	6.7%	87
Faculty care about students as individuals.	7	9	7	75.6%	12.2%	8.9%	89
Troy personnel are knowledgeable and helpful.	8	8	5	74.4%	14.4%	8.9%	89
Troy University has a good reputation in my community.	9	1	2	73.3%	13.3%	6.7%	88
Registration dates, times, and procedures were made clear to me prior to enrollment.	10	11	15	68.9%	15.6%	12.2%	89
On-campus bookstore hours are convenient for students.	11	5	10	67.8%	16.7%	6.7%	88
The University offers a variety of majors at my location.	12	10	16	66.7%	15.6%	11.1%	88
Academic advising is adequate.	13	12	17	63.3%	18.9%	11.1%	88
Sufficient financial aid options are available.	14	15	14	63.3%	11.1%	15.6%	88
The tuition payment plan is beneficial for students.	15	14	8	58.9%	13.3%	8.9%	89
Students seldom get the "run around" when seeking information.	16	22	25	57.8%	12.2%	23.3%	88
Class information provided prior to enrollment was helpful.	17	16	20	56.7%	15.6%	23.3%	89
The online Schedule of Classes is informative and easy to follow.	18	17	13	56.7%	15.6%	11.1%	88
The on-site registration process is user-friendly.	19	19	19	54.4%	20.0%	14.4%	88
Class drop/add procedures are appropriate.	20	20	11	52.2%	14.4%	7.8%	88
Student organizations are available for my participation.	21	21	21	45.6%	24.4%	8.9%	88
The online registration process is user-friendly.	22	23	22	43.3%	17.8%	11.1%	87
Purchasing textbooks through Troy Virtual BookStore is convenient.	23	24	24	41.1%	20.0%	6.7%	88
Tutorial services are sufficient.	24	25	23	31.1%	25.6%	11.1%	87
Classes are offered at convenient times.	25	18	18	13.3%	14.4%	66.7%	87

* Note: Agree = Agree + Strong Agree / Disagree = Disagree + Strongly Disagree

Appendix 2.1. New Student Perceptions about Troy University - Dothan
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

Academic programs, services, and administration	Agree*					Disagree*				
	FA08	FA07	FA06	FA05	Diff	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	85.6%	80.8%	84.4%	86.3%	-0.7%	4.4%	7.2%	4.7%	5.5%	-1.1%
Troy University has a good reputation in my community.	73.3%	85.0%	83.8%	86.1%	-12.8%	6.7%	7.8%	3.8%	4.2%	2.5%
The printed Schedule of Classes is informative and easy to follow.	77.8%	82.6%	82.8%	78.5%	-0.7%	10.0%	5.4%	5.5%	6.9%	3.1%
I would recommend Troy to a friend who is planning to go to college.	78.9%	79.6%	82.8%	77.8%	1.1%	11.1%	7.8%	7.0%	6.9%	4.2%
Troy personnel are knowledgeable and helpful.	74.4%	73.0%	82.2%	72.5%	1.9%	8.9%	12.0%	5.4%	12.1%	-3.2%
The semester/term format at my location accommodates my learning.	77.8%	76.6%	80.2%	74.3%	3.5%	5.6%	5.6%	6.3%	6.9%	-1.3%
Faculty care about students as individuals.	75.6%	72.4%	79.7%	70.9%	4.7%	8.9%	8.4%	5.5%	13.5%	-4.6%
The tuition payment plan is beneficial for students.	58.9%	66.4%	78.0%	66.7%	-7.8%	8.9%	3.6%	4.2%	10.6%	-1.7%
The classes I attend are well organized and well taught.	77.8%	68.2%	75.8%	78.1%	-0.3%	6.7%	9.6%	7.0%	10.3%	-3.6%
On-campus bookstore hours are convenient for students.	67.8%	77.2%	75.8%	70.6%	-2.8%	6.7%	4.2%	9.4%	11.9%	-5.2%
Class drop/add procedures are appropriate.	52.2%	54.5%	75.7%	62.5%	-10.3%	7.8%	4.6%	9.3%	10.9%	-3.1%
I feel I can talk to faculty about my academic concerns.	77.8%	73.6%	75.0%	73.5%	4.3%	6.7%	10.8%	11.7%	10.9%	-4.2%
The online Schedule of Classes is informative and easy to follow.	56.7%	61.6%	72.8%	66.2%	-9.5%	11.1%	6.6%	7.9%	11.0%	0.1%
Sufficient financial aid options are available.	63.3%	64.6%	70.1%	68.1%	-4.8%	15.6%	9.0%	9.4%	14.1%	1.5%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	68.9%	70.0%	70.0%		-1.1%	12.2%	15.6%	14.6%		-2.4%
The University offers a variety of majors at my location.	66.7%	71.2%	70.0%	62.3%	4.4%	11.1%	4.8%	15.4%	15.8%	-4.7%
Academic advising is adequate.	63.3%	70.0%	69.0%	60.4%	2.9%	11.1%	12.6%	10.1%	20.1%	-9.0%
Classes are offered at convenient times.	66.7%	60.5%	66.9%	56.8%	9.9%	13.3%	19.2%	15.4%	18.9%	-5.6%
The on-site registration process is user-friendly.	54.4%	56.9%	65.3%	58.6%	-4.2%	14.4%	9.0%	17.8%	25.6%	-11.2%
Class information provided prior to enrollment was helpful.	56.7%	63.5%	63.1%		-6.4%	23.3%	12.0%	16.2%		7.1%
Student organizations are available for my participation.	45.6%	53.9%	62.7%	64.0%	-18.4%	8.9%	4.2%	9.8%	9.6%	-0.7%
The online registration process is user-friendly.	43.3%	42.0%	61.7%	53.9%	-10.6%	11.1%	4.2%	9.6%	14.8%	-3.7%
Tutorial services are sufficient.	31.1%	34.8%	57.3%	38.2%	-7.1%	11.1%	2.4%	8.5%	6.9%	4.2%
Purchasing textbooks through Troy Virtual Book Store is convenient.	41.1%	37.2%	54.8%	44.4%	-3.3%	6.7%	8.4%	9.5%	8.1%	-1.4%
Students seldom get the "run around" when seeking information.	57.8%	46.7%	52.0%	49.0%	8.8%	23.3%	24.6%	25.6%	31.0%	-7.7%

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 3. New Student Perceptions about Troy University - Montgomery
Ranked by Agreement

Total respondents = 143

Academic programs, services, and administration	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
Troy University has a good reputation in my community.	1	2	1	81.8%	6.3%	8.4%	141
I am receiving a quality education at Troy University.	2	3	2	80.4%	6.3%	8.4%	141
The semester/term format at my location accommodates my learning.	3	4	5	80.4%	6.3%	7.7%	142
I would recommend Troy University to a friend who is planning to go to college.	4	6	4	77.6%	7.7%	9.8%	142
The printed Schedule of Classes is informative and easy to follow.	5	1	6	75.5%	9.8%	9.1%	142
Classes are offered at convenient times.	6	5	3	74.8%	7.0%	12.6%	141
The classes I attend are well organized and well taught.	7	11	10	74.8%	9.1%	13.3%	141
The University offers a variety of majors at my location.	8	8	16	74.1%	10.5%	11.2%	141
Troy personnel are knowledgeable and helpful.	9	13	9	74.1%	8.4%	16.1%	143
Faculty care about students as individuals.	10	9	13	76.2%	7.0%	15.4%	142
I feel I can talk to faculty about my academic concerns.	11	10	12	73.4%	7.0%	15.4%	142
Academic advising is adequate.	12	20	20	72.7%	10.5%	12.6%	142
On-campus bookstore hours are convenient for students.	13	16	11	72.0%	9.8%	8.4%	138
Sufficient financial aid options are available.	14	15	8	70.6%	8.4%	12.6%	143
Reg. dates, times, and procedures were made clear to me prior to enrollment.	15	7	14	69.2%	6.3%	21.7%	143
The tuition payment plan is beneficial for students.	16	12	7	68.5%	9.8%	9.1%	142
The on-site registration process is user-friendly.	17	19	19	67.1%	9.1%	12.6%	140
Class information provided prior to enrollment was helpful.	18	14	18	65.0%	11.9%	18.9%	141
Class drop/add procedures are appropriate.		18	15	64.3%	12.6%	9.1%	139
The online Schedule of Classes is informative and easy to follow.	19	17	17	57.3%	15.4%	7.7%	142
Students seldom get the "run around" when seeking information.	20	21	22	56.6%	14.0%	27.3%	143
Student organizations are available for my participation.	21	23	25	51.0%	21.0%	9.1%	140
Purchasing textbooks through Troy Virtual Book Store is convenient.	22	25	23	51.0%	16.8%	6.3%	140
The online registration process is user-friendly.	23	22	21	49.7%	16.8%	9.8%	142
Tutorial services are sufficient.	24	24	24	44.1%	22.4%	5.6%	140

Appendix 3.1. New Student Perceptions about Troy University - Montgomery
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

Academic programs, services, and administration	Agree*					Disagree*				
	FA08	FA07	FA06	FA05	Diff	FA08	FA07	FA06	FA05	Diff
Troy University has a good reputation in my community.	81.8%	81.3%	89.5%	82.2%	-0.4%	8.4%	5.2%	3.9%	7.3%	1.1%
I am receiving a quality education at Troy University.	80.4%	80.5%	85.3%	83.6%	-3.2%	8.4%	4.8%	5.0%	7.0%	1.4%
Classes are offered at convenient times.	74.8%	80.2%	83.4%	77.5%	-2.7%	12.6%	8.4%	8.5%	10.7%	1.9%
I would recommend Troy to a friend who is planning to go to college.	77.6%	79.0%	83.4%	81.8%	-4.2%	9.8%	4.0%	5.8%	8.6%	1.2%
The semester/term format at my location accommodates my learning.	80.4%	80.5%	83.3%	80.6%	-0.2%	7.7%	5.1%	3.9%	7.8%	-0.1%
The printed Schedule of Classes is informative and easy to follow.	75.5%	81.7%	82.5%	83.5%	-8.0%	9.1%	7.7%	4.8%	5.2%	3.9%
The tuition payment plan is beneficial for students.	68.5%	73.9%	82.2%	73.2%	-4.7%	9.1%	4.4%	4.7%	7.4%	1.7%
Sufficient financial aid options are available.	70.6%	71.7%	81.8%	68.6%	2.0%	12.6%	5.5%	7.6%	10.9%	1.7%
Troy personnel are knowledgeable and helpful.	74.1%	73.9%	80.5%	73.4%	0.7%	16.1%	11.4%	6.7%	13.0%	3.1%
The classes I attend are well organized and well taught.	74.8%	74.2%	78.5%	72.7%	2.1%	13.3%	10.6%	9.6%	12.8%	0.5%
On-campus bookstore hours are convenient for students.	72.0%	69.8%	78.4%	71.2%	0.8%	8.4%	7.0%	4.9%	8.8%	-0.4%
I feel I can talk to faculty about my academic concerns.	73.4%	75.0%	77.5%	74.5%	-1.1%	15.4%	9.2%	8.1%	10.7%	4.7%
Faculty care about students as individuals.	76.2%	75.8%	75.7%	72.7%	3.5%	9.8%	7.0%	7.6%	9.1%	0.7%
Reg. dates, times, and procedures were made clear to me	69.2%	78.3%	75.6%	N/A	-6.4%	21.7%	9.9%	10.6%	N/A	11.1%
Class drop/add procedures are appropriate.	64.3%	67.3%	75.3%	71.7%	-7.4%	9.1%	5.9%	8.1%	8.1%	1.0%
The University offers a variety of majors at my location.	74.1%	76.9%	75.2%	69.0%	5.1%	11.2%	11.4%	7.9%	12.4%	-1.2%
The online Schedule of Classes is informative and easy to follow.	57.3%	67.6%	73.4%	73.3%	-16.0%	7.7%	8.8%	6.4%	7.9%	-0.2%
Class information provided prior to enrollment was helpful.	65.0%	72.7%	73.3%	N/A	-8.3%	18.9%	11.0%	11.0%	N/A	7.9%
The on-site registration process is user-friendly.	67.1%	66.6%	72.5%	66.5%	0.6%	12.6%	8.4%	9.0%	13.8%	-1.2%
Academic advising is adequate.	72.7%	65.5%	69.4%	71.7%	1.0%	12.6%	12.9%	9.8%	12.4%	0.2%
The online registration process is user-friendly.	49.7%	53.0%	67.3%	66.7%	-17.0%	9.8%	7.7%	9.1%	13.6%	-3.8%
Students seldom get the "run around" when seeking information.	56.6%	55.6%	59.8%	54.5%	2.1%	27.3%	22.8%	22.0%	23.6%	3.7%
Purchasing textbooks through Troy Virtual Book Store is convenient.	51.0%	42.3%	59.5%	54.3%	-3.3%	6.3%	6.6%	4.9%	9.6%	-3.3%
Tutorial services are sufficient.	44.1%	43.4%	57.6%	58.1%	-14.0%	5.6%	8.1%	6.6%	9.0%	-3.4%
Student organizations are available for my participation.	51.0%	48.9%	50.7%	49.4%	1.6%	9.1%	8.8%	8.1%	12.1%	-3.0%

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 4. New Student Perceptions about Troy University - Phenix City
Ranked by Agreement

Total respondents = 77

Academic programs, services, and administration	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
Classes are offered at convenient times.	1	6	12	87.0%	2.6%	3.9%	77
I would recommend Troy to a friend who is planning to go to college.	2	2	2	83.1%	6.5%	5.2%	76
I am receiving a quality education at Troy University.	3	3	1	83.1%	6.5%	3.9%	77
Troy University has a good reputation in my community.	4	4	5	83.1%	6.5%	3.9%	77
Troy personnel are knowledgeable and helpful.	5	14	11	83.1%	5.2%	9.1%	77
The semester/term format at my location accommodates my learning.	6	1	6	81.8%	7.8%	5.2%	77
Faculty care about students as individuals.	7	8	16	79.2%	9.1%	9.1%	77
The classes I attend are well organized and well taught.	8	9	4	79.2%	5.2%	7.8%	77
The printed Schedule of Classes is informative and easy to follow.	9	5	3	77.9%	11.7%	5.2%	76
Reg. dates, times, and procedures were made clear to me prior to enrollment.	10	11	15	77.9%	6.5%	11.7%	77
I feel I can talk to faculty about my academic concerns.	11	7	9	76.6%	11.7%	7.8%	77
The tuition payment plan is beneficial for students.	12	10	8	75.3%	11.7%	5.2%	77
The on-site registration process is user-friendly.	13	15	14	72.7%	13.0%	3.9%	74
Academic advising is adequate.	14	12	19	70.0%	15.6%	10.4%	76
The University offers a variety of majors at my location.	15	18	17	67.5%	15.6%	10.4%	77
The online Schedule of Classes is informative and easy to follow.	16	16	7	62.3%	14.3%	9.1%	77
Sufficient financial aid options are available.	17	13	10	61.0%	16.9%	11.7%	77
Class information provided prior to enrollment was helpful.	18	17	18	61.0%	20.8%	13.0%	77
Students seldom get the "run around" when seeking information.	19	22	23	61.0%	13.0%	22.1%	77
Class drop/add procedures are appropriate.	20	20	13	53.2%	14.3%	10.4%	77
On-campus bookstore hours are convenient for students.	21	19	20	49.4%	20.8%	11.7%	76
The online registration process is user-friendly.	22	21	21	39.0%	18.2%	9.1%	75
Purchasing textbooks through Troy Virtual Book Store is convenient.	23	24	22	35.1%	20.8%	7.8%	77
Tutorial services are sufficient.	24	23	24	29.9%	22.1%	6.5%	77
Student organizations are available for my participation.	25	25	25	29.9%	29.9%	5.2%	77

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 4.1. New Student Perceptions about Troy University - Phenix City
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

	Agree*					Disagree*				
Academic programs, services, and administration	FA08	FA07	FA06	FA05	Diff	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	83.1%	84.7%	89.3%	83.8%	-0.7%	3.9%	1.6%	6.6%	6.2%	-2.3%
I would recommend Troy to a friend who is planning to go to college.	83.1%	85.4%	88.4%	85.3%	-2.2%	5.2%	3.0%	8.3%	7.0%	-1.8%
The printed Schedule of Classes is informative and easy to follow.	77.9%	82.5%	87.6%	85.0%	-7.1%	5.2%	3.0%	9.1%	7.1%	-1.9%
The classes I attend are well organized and well taught.	79.2%	77.8%	87.4%	80.2%	-1.0%	7.8%	4.6%	7.6%	8.4%	-0.6%
Troy University has a good reputation in my community.	83.1%	83.2%	87.4%	83.8%	-0.7%	3.9%	2.3%	6.7%	7.0%	-3.1%
The semester/term format at my location accommodates my learning.	81.8%	86.2%	83.3%	91.5%	-9.7%	5.2%	80.0%	8.3%	6.2%	-1.0%
The online Schedule of Classes is informative and easy to follow.	62.3%	71.0%	82.1%	75.2%	-12.9%	9.1%	4.6%	8.9%	12.4%	-3.3%
The tuition payment plan is beneficial for students.	75.3%	77.1%	81.4%	84.4%	-9.1%	5.2%	1.6%	10.6%	4.1%	1.1%
I feel I can talk to faculty about my academic concerns.	76.6%	80.1%	80.2%	75.9%	0.7%	7.8%	3.1%	9.1%	7.1%	0.7%
Sufficient financial aid options are available.	61.0%	73.3%	78.9%	67.2%	-6.2%	11.7%	5.4%	10.5%	12.5%	-0.8%
Troy personnel are knowledgeable and helpful.	83.1%	73.2%	78.7%	75.7%	7.4%	9.1%	9.9%	13.1%	9.7%	-0.6%
Classes are offered at convenient times.	87.0%	80.9%	78.6%	80.7%	6.3%	3.9%	6.1%	12.0%	7.9%	-4.0%
Class drop/add procedures are appropriate.	53.2%	62.6%	76.2%	74.3%	-21.1%	10.4%	3.1%	7.9%	5.7%	4.7%
The on-site registration process is user-friendly.	72.7%	73.2%	76.1%	63.9%	8.8%	3.9%	9.2%	10.6%	11.5%	-7.6%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	77.9%	75.6%	74.4%	N/A	3.5%	11.7%	6.1%	16.5%	N/A	-4.8%
Faculty care about students as individuals.	79.2%	80.1%	73.0%	78.6%	0.6%	9.1%	3.0%	9.0%	7.6%	1.5%
The University offers a variety of majors at my location.	37.5%	64.1%	72.9%	71.7%	-34.2%	10.4%	7.6%	16.1%	12.3%	-1.9%
Class information provided prior to enrollment was helpful.	61.0%	67.1%	72.5%	N/A	-11.5%	13.0%	5.4%	12.5%	N/A	0.5%
Academic advising is adequate.	70.1%	74.1%	70.6%	64.8%	5.3%	10.4%	6.1%	15.1%	18.4%	-8.0%
On-campus bookstore hours are convenient for students.	49.4%	64.1%	68.1%	75.5%	-26.1%	11.7%	6.8%	11.2%	12.2%	-0.5%
The online registration process is user-friendly.	39.0%	51.2%	64.0%	56.4%	-17.4%	9.1%	6.8%	11.6%	13.7%	-4.6%
Purchasing textbooks through Troy Virtual Book Store is convenient.	35.1%	34.4%	58.5%	51.5%	-16.4%	7.8%	9.9%	17.1%	11.3%	-3.5%
Students seldom get the "run around" when seeking information.	61.0%	49.7%	55.4%	55.0%	6.0%	22.1%	23.7%	26.4%	29.3%	-7.2%
Tutorial services are sufficient.	29.9%	37.4%	54.1%	54.7%	-24.8%	6.5%	3.8%	10.8%	10.5%	-4.0%
Student organizations are available for my participation.	29.9%	30.5%	51.7%	50.5%	-20.6%	5.2%	7.6%	11.2%	10.3%	-5.1%

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 5. New Student Perceptions about Troy University - Troy

Ranked by Agreement

Total respondents = 280

Academic programs, services, and administration	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	1	87.9%	6.1%	2.9%	277
The semester/term format at my location accommodates my learning.	2	2	5	83.6%	10.4%	2.9%	275
I would recommend Troy University to a friend who is planning to go to college.	3	4	4	82.1%	6.1%	2.9%	277
Troy personnel are knowledgeable and helpful.	4	3	6	81.4%	11.8%	5.8%	280
Troy University has a good reputation in my community.	5	5	2	81.1%	10.4%	3.6%	275
Faculty care about students as individuals.	6	8	12	80.0%	11.4%	6.4%	280
The University offers a variety of majors at my location.	7	6	7	79.6%	11.1%	6.8%	277
Classes are offered at convenient times.	8	7	10	78.6%	11.4%	6.8%	275
The printed Schedule of Classes is informative and easy to follow.	9	12	3	78.6%	10.7%	6.1%	274
The classes I attend are well organized and well taught.	10	13	9	77.1%	11.4%	8.6%	276
Student organizations are available for my participation.	11	10	14	76.4%	12.5%	3.9%	275
I feel I can talk to faculty about my academic concerns.	12	11	8	76.1%	14.0%	5.9%	276
On-campus bookstore hours are convenient for students.	13	9	20	72.9%	10.4%	8.2%	277
Registration dates, times, and procedures were made clear to me prior to enrollment.	14	14	11	70.0%	13.2%	13.2%	277
Academic advising is adequate.	15	17	18	67.1%	15.4%	11.8%	278
The online Schedule of Classes is informative and easy to follow.	16	19	13	66.4%	16.8%	6.8%	275
The tuition payment plan is beneficial for students.	17	15	15	66.1%	16.8%	7.9%	276
Class information provided prior to enrollment was helpful.	18	18	16	66.1%	15.4%	14.3%	275
Sufficient financial aid options are available.	19	16	21	63.6%	18.2%	11.1%	277
The on-site registration process is user-friendly.	20	22	23	63.6%	19.3%	6.8%	275
Class drop/add procedures are appropriate.	21	20	17	58.9%	21.1%	7.5%	277
The online registration process is user-friendly.	22	21	22	58.2%	18.9%	7.1%	277
Tutorial services are sufficient.	23	23	19	57.9%	18.2%	4.6%	277
Students seldom get the "run around" when seeking information.	24	24	24	51.8%	22.5%	18.9%	275
Purchasing textbooks through Troy Virtual Book Store is convenient.	25	25	25	43.9%	23.2%	5.7%	275

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 5.1. New Student Perceptions about Troy University - Troy
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

Academic programs, services, and administration	Agree*					Disagree*				
	FA08	FA07	FA06	FA05	Diff	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	87.9%	79.7%	86.8%	84.8%	3.1%	2.9%	5.0%	3.7%	4.3%	-1.4%
Troy University has a good reputation in my community.	81.1%	77.4%	83.9%	77.7%	3.4%	3.6%	5.7%	5.0%	8.5%	-4.9%
The printed Schedule of Classes is informative and easy to follow.	78.6%	73.2%	83.5%	81.4%	-2.8%	6.1%	6.5%	5.5%	6.0%	0.1%
I would recommend Troy to a friend who is planning to go to college.	82.1%	77.7%	82.0%	79.7%	2.4%	6.4%	5.5%	7.1%	10.4%	-4.0%
The semester/term format at my location accommodates my learning.	83.6%	78.2%	81.7%	79.5%	4.1%	2.9%	4.4%	3.8%	4.1%	-1.2%
Troy personnel are knowledgeable and helpful.	81.4%	78.0%	81.3%	73.1%	8.3%	5.7%	6.5%	7.0%	11.6%	-5.9%
The University offers a variety of majors at my location.	79.6%	77.1%	79.5%	78.4%	1.2%	6.8%	8.2%	6.1%	8.1%	-1.3%
I feel I can talk to faculty about my academic concerns.	76.1%	73.8%	79.0%	75.0%	1.1%	7.1%	5.9%	7.1%	10.2%	-3.1%
The classes I attend are well organized and well taught.	77.1%	73.2%	78.5%	73.6%	3.5%	8.6%	8.3%	6.9%	8.1%	0.5%
Classes are offered at convenient times.	78.6%	76.9%	77.5%	74.5%	4.1%	6.8%	7.2%	7.4%	10.4%	-3.6%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	70.0%	70.1%	76.8%	N/A	-6.8%	13.2%	10.9%	12.1%	N/A	1.1%
Faculty care about students as individuals.	80.0%	75.9%	76.6%	71.9%	8.1%	6.4%	6.5%	6.8%	8.4%	-2.0%
The online Schedule of Classes is informative and easy to follow.	66.4%	62.3%	76.2%	70.7%	-4.3%	6.8%	7.5%	7.3%	9.0%	-2.2%
Student organizations are available for my participation.	76.4%	74.0%	75.0%	77.6%	-1.2%	3.9%	6.1%	6.7%	6.2%	-2.3%
The tuition payment plan is beneficial for students.	66.1%	69.2%	73.9%	72.1%	-6.0%	7.9%	6.9%	5.5%	9.2%	-1.3%
Class information provided prior to enrollment was helpful.	66.1%	64.3%	73.5%	N/A	-7.4%	14.3%	10.3%	10.0%	N/A	4.3%
Class drop/add procedures are appropriate.	58.9%	59.8%	72.4%	70.5%	-11.6%	7.5%	8.4%	7.7%	10.1%	-2.6%
Academic advising is adequate.	67.1%	66.3%	71.6%	62.5%	4.6%	11.8%	9.4%	9.2%	16.7%	-4.9%
Tutorial services are sufficient.	57.9%	57.9%	70.4%	64.5%	-6.6%	4.6%	6.1%	5.1%	7.7%	-3.1%
On-campus bookstore hours are convenient for students.	72.9%	74.4%	70.1%	68.7%	4.2%	8.2%	6.7%	12.0%	12.6%	-4.4%
Sufficient financial aid options are available.	63.6%	68.0%	69.3%	65.5%	-1.9%	11.1%	8.6%	13.8%	15.6%	-4.5%
The online registration process is user-friendly.	58.2%	59.0%	69.3%	67.1%	-8.9%	7.1%	6.5%	9.0%	10.1%	-3.0%
The on-site registration process is user-friendly.	63.6%	58.1%	68.6%	65.0%	-1.4%	6.8%	8.2%	8.1%	11.3%	-4.5%
Students seldom get the "run around" when seeking information.	51.8%	49.0%	60.7%	46.4%	5.4%	18.9%	19.4%	20.1%	30.0%	-11.1%
Purchasing textbooks through Troy Virtual Book Store is convenient.	43.9%	38.0%	59.2%	45.3%	-1.4%	5.7%	10.2%	11.9%	15.2%	-9.5%

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 6. New Student Perceptions about Troy University - Global Campus
Ranked by Agreement

Total respondents = 203

Academic programs, services, and administration	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
Classes are offered at convenient times.	1	7	3	80.5%	5.4%	7.3%	199
The semester/term format at my location accommodates my learning.	2	1	1	78.0%	8.3%	7.8%	203
I would recommend Troy University to a friend who is planning to go to college.	3	2	2	76.1%	7.3%	10.2%	202
Faculty care about students as individuals.	4	4	6	76.1%	9.8%	11.7%	202
Troy personnel are knowledgeable and helpful.	5	5	7	76.1%	8.8%	13.2%	203
I feel I can talk to faculty about my academic concerns.	6	6	5	76.1%	10.2%	9.8%	202
The classes I attend are well organized and well taught.	7	10	12	76.1%	7.8%	9.8%	201
I am receiving a quality education at Troy University.	8	3	4	74.6%	9.8%	7.8%	201
Registration dates, times, and procedures were made clear to me prior to enrollment.	9	9	10	73.2%	6.3%	16.6%	202
The printed Schedule of Classes is informative and easy to follow.	10	12	8	71.2%	9.3%	6.8%	202
Class information provided prior to enrollment was helpful.	11	11	11	69.3%	5.4%	19.5%	199
Troy University has a good reputation in my community.	12	8	9	68.8%	12.2%	9.8%	203
Academic advising is adequate.	13	14	16	66.3%	13.7%	13.2%	203
The online Schedule of Classes is informative and easy to follow.	14	13	14	63.9%	14.1%	8.8%	201
The on-site registration process is user-friendly.	15	15	13	60.5%	14.1%	6.8%	198
The tuition payment plan is beneficial for students.	16	16	15	58.5%	17.6%	4.9%	200
Students seldom get the "run around" when seeking information.	17	19	19	56.1%	12.2%	25.9%	201
Sufficient financial aid options are available.	18	17	17	55.1%	15.6%	12.7%	202
The University offers a variety of majors at my location.	19	21	21	54.1%	14.6%	17.6%	200
The online registration process is user-friendly.	20	20	20	53.7%	15.1%	12.7%	200
Class drop/add procedures are appropriate.	21	18	18	52.7%	16.6%	7.8%	200
Purchasing textbooks through Troy Virtual Book Store is convenient.	22	22	22	47.8%	19.5%	12.7%	199
Tutorial services are sufficient.	23	23	23	28.3%	22.9%	8.3%	201
Student organizations are available for my participation.	24	25	25	16.1%	27.3%	12.2%	202
On-campus bookstore hours are convenient for students.	25	24	24	14.6%	22.9%	8.3%	198

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Troy University Fall 2008 New Student Survey

Appendix 6.1. New Student Perceptions about Troy University – Global Campus
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

Academic programs, services, and administration	Agree*					Disagree*				
	FA08	FA07	FA06	FA05	Diff	FA08	FA07	FA06	FA05	Diff
The semester/term format at my location accommodates my learning.	78.0%	83.2%	88.0%	85.0%	-7.0%	7.9%	4.7%	5.2%	6.4%	1.5%
I would recommend Troy to a friend who is planning to go to college.	76.1%	83.2%	87.9%	84.6%	-8.5%	10.2%	5.2%	5.4%	7.1%	3.1%
Classes are offered at convenient times.	80.5%	79.3%	87.1%	86.0%	-5.5%	7.3%	6.4%	6.2%	6.7%	0.6%
I am receiving a quality education at Troy University.	74.6%	82.2%	86.8%	85.6%	-11.0%	7.8%	4.2%	5.4%	7.1%	0.7%
I feel I can talk to faculty about my academic concerns.	76.1%	79.6%	85.3%	82.8%	-6.7%	9.8%	7.2%	5.9%	7.7%	2.1%
Faculty care about students as individuals.	76.1%	81.2%	84.8%	80.2%	-4.1%	11.7%	5.4%	5.3%	7.8%	3.9%
Troy personnel are knowledgeable and helpful.	76.1%	79.9%	84.6%	82.1%	-6.0%	13.2%	7.9%	6.9%	9.8%	3.4%
The printed Schedule of Classes is informative and easy to follow.	71.2%	74.6%	83.6%	83.2%	-12.0%	6.8%	5.9%	6.4%	6.0%	0.8%
Troy University has a good reputation in my community.	68.8%	78.8%	83.1%	77.4%	-8.6%	9.8%	5.3%	5.2%	6.3%	3.5%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	73.2%	77.8%	81.8%	N/A	-8.6%	16.6%	9.2%	9.4%	N/A	7.2%
Class information provided prior to enrollment was helpful.	69.3%	75.1%	81.1%	N/A	-11.8%	19.5%	10.0%	9.3%	N/A	10.2%
The classes I attend are well organized and well taught.	76.1%	76.6%	79.9%	82.6%	-6.5%	9.8%	7.7%	8.4%	9.3%	0.5%
The on-site registration process is user-friendly.	60.5%	69.6%	78.3%	75.4%	-14.9%	6.8%	7.8%	8.0%	9.5%	-2.7%
The online Schedule of Classes is informative and easy to follow.	63.9%	72.6%	77.5%	76.6%	-12.7%	8.8%	7.4%	8.7%	9.4%	-0.6%
The tuition payment plan is beneficial for students.	58.5%	67.4%	77.0%	79.2%	-20.7%	4.9%	5.2%	5.8%	4.3%	0.6%
Academic advising is adequate.	66.3%	72.6%	76.3%	71.0%	-4.7%	13.2%	9.8%	9.5%	12.1%	1.1%
Sufficient financial aid options are available.	55.1%	66.0%	75.5%	71.5%	-16.4%	12.7%	8.2%	8.2%	9.5%	3.2%
Class drop/add procedures are appropriate.	52.7%	65.9%	73.4%	68.4%	-15.7%	7.8%	4.8%	6.6%	9.4%	-1.6%
Students seldom get the "run around" when seeking information.	56.1%	65.4%	70.1%	61.3%	-5.2%	25.9%	17.0%	15.7%	24.2%	1.7%
The online registration process is user-friendly.	53.7%	63.5%	68.7%	67.3%	-13.6%	12.7%	8.3%	11.7%	11.7%	1.0%
The University offers a variety of majors at my location.	54.1%	59.9%	67.7%	66.2%	-12.1%	17.6%	16.9%	17.0%	16.9%	0.7%
Purchasing textbooks through Troy Virtual Book Store is convenient.	47.8%	54.0%	60.3%	62.4%	-14.6%	12.7%	12.4%	12.5%	14.9%	-2.2%
Tutorial services are sufficient.	28.3%	39.3%	50.2%	47.7%	-19.4%	8.3%	7.8%	10.0%	9.0%	-0.7%
On-campus bookstore hours are convenient for students.	14.6%	37.0%	43.1%	39.5%	-24.9%	8.3%	7.3%	13.9%	17.1%	-8.8%
Student organizations are available for my participation.	16.1%	31.7%	37.7%	36.5%	-20.4%	12.2%	11.4%	21.3%	24.6%	-12.4%

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

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Appendix 7. New Student Perceptions about Troy University - eCampus
Ranked by Agreement

Total respondents = 712

Academic programs, services, and administration	08 Rank	07 Rank	08 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	2	83.3%	7.4%	4.5%	703
I would recommend Troy University to a friend who is planning to go to college.	2	3	3	81.7%	5.9%	7.0%	707
The online Schedule of Classes is informative and easy to follow.	3	2	5	79.6%	7.7%	8.6%	708
The semester/term format at my location accommodates my learning.	4	5	4	79.6%	6.8%	5.4%	706
Classes are offered at convenient times.	5	6	1	76.2%	5.9%	4.5%	703
Troy personnel are knowledgeable and helpful.	6	9	11	76.0%	9.2%	13.0%	712
Registration dates, times, and procedures were made clear to me prior to enrollment.	7	4	6	74.9%	8.9%	12.7%	712
The classes I attend are well organized and well taught.	8	8	9	73.8%	9.5%	7.9%	708
The online registration process is user-friendly.	9	7	14	72.9%	8.8%	12.3%	711
Faculty care about students as individuals.	10	12	13	72.4%	14.8%	8.6%	711
I feel I can talk to faculty about my academic concerns.	11	13	15	72.2%	12.6%	10.6%	709
Troy University has a good reputation in my community.	12	11	7	72.0%	11.4%	5.2%	702
Class information provided prior to enrollment was helpful.	13	10	12	70.4%	11.7%	14.4%	709
The University offers a variety of majors at my location.	14	14	16	70.0%	11.3%	8.4%	708
Purchasing textbooks through Troy Virtual Book Store is convenient.	15	17	19	69.6%	9.3%	9.2%	704
Class drop/add procedures are appropriate.	16	15	8	65.0%	12.1%	6.3%	709
Sufficient financial aid options are available.	17	18	18	63.3%	14.6%	8.5%	709
The printed Schedule of Classes is informative and easy to follow.	18	16	10	61.8%	9.8%	5.2%	708
Academic advising is adequate.	19	20	21	59.8%	15.6%	18.1%	706
The tuition payment plan is beneficial for students.	20	19	17	58.9%	16.0%	6.8%	710
Students seldom get the "run around" when seeking information.	21	21	23	51.0%	16.0%	27.3%	710
The on-site registration process is user-friendly.	22	22	20	44.4%	13.2%	6.4%	702
Tutorial services are sufficient.	23	23	22	37.9%	18.8%	6.3%	699
On-campus bookstore hours are convenient for students.	24	24	24	28.5%	18.7%	3.2%	701
Student organizations are available for my participation.	25	25	25	26.5%	20.9%	6.3%	699

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 7.1. New Student Perceptions about Troy University - eCampus
Trend Fall 08 to Fall 2007 to Fall 2006 to Fall 2005

	Agree*					Disagree*				
Academic programs, services, and administration	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**
Classes are offered at convenient times.	76.2%	74.1%	85.3%	83.9%	-7.7%	4.5%	4.9%	6.8%	7.4%	-2.9%
I am receiving a quality education at Troy University.	83.3%	79.8%	85.1%	85.8%	-2.5%	4.5%	4.8%	7.0%	5.8%	-1.3%
I would recommend Troy to a friend who is planning to go to college.	81.7%	78.3%	84.6%	84.9%	-3.2%	7.0%	6.5%	7.8%	6.7%	0.3%
The semester/term format at my location accommodates my learning.	79.6%	76.2%	82.7%	83.8%	-4.2%	5.4%	4.9%	6.1%	5.8%	-0.4%
The online Schedule of Classes is informative and easy to follow.	79.6%	79.1%	80.7%	77.5%	2.1%	8.6%	7.5%	10.1%	11.0%	-2.4%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	74.9%	76.5%	79.8%	N/A	-4.9%	12.7%	11.0%	12.2%	N/A	0.5%
Troy University has a good reputation in my community.	72.0%	70.4%	79.6%	79.0%	-7.0%	5.2%	4.8%	6.6%	5.8%	-0.6%
Class drop/add procedures are appropriate.	65.0%	67.2%	76.8%	74.3%	-9.3%	6.3%	6.2%	7.6%	7.9%	-1.6%
The classes I attend are well organized and well taught.	73.8%	72.1%	76.7%	79.6%	-5.8%	7.9%	9.3%	10.3%	8.0%	-0.1%
The printed Schedule of Classes is informative and easy to follow.	61.8%	63.0%	76.4%	75.0%	-13.2%	5.2%	5.4%	9.2%	8.4%	-3.2%
Troy personnel are knowledgeable and helpful.	76.0%	71.9%	76.0%	80.4%	-4.4%	13.0%	12.0%	9.5%	8.0%	5.0%
Class information provided prior to enrollment was helpful.	70.4%	71.3%	76.0%	N/A	-5.6%	14.4%	11.9%	12.4%	N/A	2.0%
Faculty care about students as individuals.	72.4%	69.9%	74.7%	78.0%	-5.6%	8.6%	8.4%	8.1%	6.1%	2.5%
The online registration process is user-friendly.	72.9%	72.9%	74.7%	72.9%	0.0%	12.3%	11.5%	13.1%	13.7%	-1.4%
I feel I can talk to faculty about my academic concerns.	72.2%	68.1%	73.7%	76.0%	-3.8%	10.6%	10.1%	11.8%	7.5%	3.1%
The University offers a variety of majors at my location.	70.0%	67.5%	72.7%	73.0%	-3.0%	8.4%	9.1%	10.0%	10.9%	-2.5%
The tuition payment plan is beneficial for students.	58.9%	60.6%	72.2%	73.9%	-15.0%	6.8%	6.7%	7.1%	5.9%	0.9%
Sufficient financial aid options are available.	63.3%	60.8%	71.5%	71.5%	-8.2%	8.5%	7.7%	9.9%	7.8%	0.7%
Purchasing textbooks through Troy Virtual Book Store is convenient.	69.6%	62.4%	70.8%	65.8%	3.8%	9.2%	8.6%	11.2%	10.6%	-1.4%
The on-site registration process is user-friendly.	44.4%	45.2%	70.4%	66.7%	-22.3%	6.4%	6.2%	9.9%	8.1%	-1.7%
Academic advising is adequate.	59.8%	56.4%	66.9%	68.2%	-8.4%	18.1%	16.0%	15.4%	12.7%	5.4%
Tutorial services are sufficient.	37.9%	40.4%	63.8%	60.6%	-22.7%	6.3%	5.4%	9.3%	7.7%	-1.4%
Students seldom get the "run around" when seeking information.	51.0%	50.4%	61.0%	62.9%	-11.9%	27.3%	25.7%	21.6%	20.5%	6.8%
On-campus bookstore hours are convenient for students.	28.5%	33.2%	56.4%	51.5%	-23.0%	3.2%	3.9%	9.1%	9.9%	-6.7%
Student organizations are available for my participation.	26.5%	29.7%	52.6%	46.9%	-20.4%	6.3%	6.3%	10.6%	12.2%	-5.9%

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Troy University Fall 2008 New Student Survey

Appendix 8. New Student Perceptions about Troy University - College of Arts & Sciences
Ranked by Agreement

Total respondents = 447

Academic programs, services, and administration	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	2	1	85.2%	5.8%	4.0%	441
I would recommend Troy University to a friend who is planning to go to college.	2	1	3	81.6%	4.9%	7.1%	441
The semester/term format at my location accommodates my learning.	3	3	2	81.6%	6.4%	4.6%	439
Faculty care about students as individuals.	4	11	12	78.1%	11.9%	6.9%	445
Classes are offered at convenient times.	5	6	4	76.8%	6.0%	4.9%	440
Troy personnel are knowledgeable and helpful.	6	8	7	76.5%	10.4%	10.4%	447
Troy University has a good reputation in my community.	7	7	5	75.9%	9.7%	4.9%	441
I feel I can talk to faculty about my academic concerns.	8	12	9	75.4%	11.5%	8.4%	444
The online Schedule of Classes is informative and easy to follow.	9	5	10	75.0%	8.8%	8.0%	440
The classes I attend are well organized and well taught.	10	9	8	74.3%	8.0%	8.0%	441
Registration dates, times, and procedures were made clear to me prior to enrollment.	11	4	11	73.5%	9.3%	13.3%	444
Class information provided prior to enrollment was helpful.	12	10	15	69.9%	11.7%	13.3%	440
The printed Schedule of Classes is informative and easy to follow.	13	14	6	67.9%	8.4%	4.6%	443
The online registration process is user-friendly.	14	16	17	66.6%	11.5%	10.2%	443
The University offers a variety of majors at my location.	15	13	16	66.2%	11.5%	10.4%	443
Sufficient financial aid options are available.	16	19	18	64.8%	13.1%	8.8%	444
Class drop/add procedures are appropriate.	17	15	14	62.2%	12.2%	6.2%	441
Purchasing textbooks through Troy Virtual BookStore is convenient.	18	20	21	60.8%	12.4%	8.4%	441
Academic advising is adequate.	19	17	19	60.6%	18.1%	13.7%	443
The tuition payment plan is beneficial for students.	20	18	13	59.1%	14.8%	6.2%	441
Students seldom get the "run around" when seeking information.	21	21	23	54.0%	14.6%	24.3%	441
The on-site registration process is user-friendly.	22	22	20	50.9%	13.1%	5.3%	439
Tutorial services are sufficient.	23	24	22	34.7%	18.4%	6.2%	437
On-campus bookstore hours are convenient for students.	24	23	24	33.2%	16.8%	4.9%	438
Student organizations are available for my participation.	25	25	25	30.1%	19.7%	7.3%	438

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 8.1. New Student Perceptions about Troy University - College of Arts & Sciences
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

| | **Agree*** | | | | | **Disagree*** | | | | |
Academic programs, services, and administration	FA08	FA07	FA06	FA05	Diff	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	85.2%	83.0%	86.3%	84.1%	1.1%	4.0%	3.3%	5.1%	6.6%	-2.6%
The semester/term format at my location accommodates my learning.	81.6%	80.8%	86.1%	80.8%	0.8%	4.6%	3.7%	5.4%	7.2%	-2.6%
I would recommend Troy to a friend who is planning to go to college.	81.6%	83.4%	85.5%	82.1%	-0.5%	7.1%	3.9%	6.6%	9.0%	-1.9%
Classes are offered at convenient times.	76.8%	77.3%	84.5%	76.5%	0.3%	4.9%	4.9%	7.2%	11.0%	-6.1%
Troy University has a good reputation in my community.	75.9%	77.1%	83.4%	80.0%	-4.1%	4.9%	3.1%	4.4%	6.5%	-1.6%
The printed Schedule of Classes is informative and easy to follow.	67.9%	70.0%	81.8%	80.2%	-12.3%	4.6%	3.9%	6.3%	7.2%	-2.6%
Troy personnel are knowledgeable and helpful.	76.5%	76.9%	81.5%	78.8%	-2.3%	10.4%	8.6%	6.7%	9.8%	0.6%
The classes I attend are well organized and well taught.	74.3%	76.7%	80.9%	77.2%	-2.9%	8.0%	8.1%	8.4%	9.6%	-1.6%
I feel I can talk to faculty about my academic concerns.	75.4%	73.7%	80.6%	76.9%	-1.5%	8.4%	8.4%	7.6%	9.1%	-0.7%
The online Schedule of Classes is informative and easy to follow.	75.0%	78.0%	80.2%	75.2%	-0.2%	8.0%	4.6%	8.4%	10.7%	-2.7%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	73.5%	80.0%	79.8%	N/A	-6.3%	13.3%	8.1%	9.4%	N/A	3.9%
Faculty care about students as individuals.	78.1%	74.3%	78.6%	75.2%	2.9%	6.9%	6.4%	6.2%	8.0%	-1.1%
The tuition payment plan is beneficial for students.	59.1%	64.1%	77.4%	74.6%	-15.5%	6.2%	4.9%	5.2%	7.0%	-0.8%
Class drop/add procedures are appropriate.	62.2%	69.0%	77.1%	71.2%	-9.0%	6.2%	4.1%	7.4%	10.5%	-4.3%
Class information provided prior to enrollment was helpful.	69.9%	74.5%	76.8%	N/A	-6.9%	13.3%	9.5%	9.8%	N/A	3.5%
The University offers a variety of majors at my location.	66.2%	71.9%	75.0%	71.7%	-5.5%	10.4%	10.0%	9.9%	14.0%	-3.6%
The online registration process is user-friendly.	66.6%	68.1%	74.8%	67.6%	-1.0%	10.2%	8.5%	10.0%	14.3%	-4.1%
Sufficient financial aid options are available.	64.8%	63.1%	72.9%	71.3%	-6.5%	8.8%	7.4%	8.7%	11.0%	-2.2%
Academic advising is adequate.	60.6%	64.6%	72.8%	67.0%	-6.4%	13.7%	12.9%	10.5%	16.0%	-2.3%
The on-site registration process is user-friendly.	50.9%	52.3%	72.5%	67.8%	-16.9%	5.3%	5.4%	11.0%	11.7%	-6.4%
Purchasing textbooks through Troy Virtual Book Store is convenient.	60.8%	55.7%	70.4%	58.8%	2.0%	8.4%	9.5%	9.4%	13.1%	-4.7%
Tutorial services are sufficient.	64.7%	42.6%	65.7%	59.7%	5.0%	6.2%	6.1%	6.8%	10.5%	-4.3%
Students seldom get the "run around" when seeking information.	54.0%	54.4%	65.3%	58.2%	-4.2%	24.3%	20.9%	17.4%	22.8%	1.5%
On-campus bookstore hours are convenient for students.	33.2%	43.8%	65.2%	59.2%	-26.0%	4.9%	4.0%	10.4%	11.9%	-7.0%
Student organizations are available for my participation.	30.1%	37.2%	58.0%	54.1%	-24.0%	7.3%	7.6%	11.5%	12.8%	-5.5%

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 9. New Student Perceptions about Troy University - College of Business
Ranked by Agreement

Total respondents = 546

Academic programs, services, and administration	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
The semester/term format at my location accommodates my learning.	1	2	4	81.0%	7.9%	5.7%	544
I am receiving a quality education at Troy University.	2	1	1	80.4%	8.6%	6.0%	539
I would recommend Troy University to a friend who is planning to go to college.	3	3	3	79.3%	8.4%	7.5%	543
Classes are offered at convenient times.	4	4	2	79.1%	6.2%	7.0%	540
Troy personnel are knowledgeable and helpful.	5	7	9	77.1%	8.2%	13.4%	546
The classes I attend are well organized and well taught.	6	10	12	75.1%	9.0%	10.6%	543
Registration dates, times, and procedures were made clear to me prior to enrollment.	7	5	7	74.0%	8.2%	13.6%	545
The online Schedule of Classes is informative and easy to follow.	8	9	8	72.9%	11.5%	8.4%	543
I feel I can talk to faculty about my academic concerns.	9	11	15	72.9%	10.8%	12.5%	543
Faculty care about students as individuals.	10	8	14	72.7%	12.5%	11.2%	544
Troy University has a good reputation in my community.	11	6	5	72.2%	11.2%	6.8%	540
The University offers a variety of majors at my location.	12	13	17	72.0%	12.5%	9.5%	543
Class information provided prior to enrollment was helpful.	13	22	11	68.5%	12.5%	15.6%	543
The printed Schedule of Classes is informative and easy to follow.	14	12	6	67.0%	9.7%	6.4%	543
Academic advising is adequate.	15	18	20	64.1%	13.7%	16.7%	542
Class drop/add procedures are appropriate.	16	14	10	63.7%	13.9%	8.1%	544
The online registration process is user-friendly.	17	16	19	61.4%	13.4%	11.9%	541
The tuition payment plan is beneficial for students.	18	15	13	60.8%	14.8%	7.7%	544
Sufficient financial aid options are available.	19	17	16	59.5%	15.2%	11.4%	544
Purchasing textbooks through Troy Virtual BookStore is convenient.	20	21	21	59.5%	14.5%	8.4%	538
Students seldom get the "run around" when seeking information.	21	20	23	52.9%	17.0%	24.7%	543
The on-site registration process is user-friendly.	22	19	18	51.8%	14.3%	9.5%	540
Tutorial services are sufficient.	23	24	22	40.8%	20.9%	7.7%	541
On-campus bookstore hours are convenient for students.	24	23	24	40.3%	17.2%	6.6%	537
Student organizations are available for my participation.	25	25	25	37.0%	21.8%	7.3%	541

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 9.1. New Student Perceptions about Troy University - College of Business
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

Academic programs, services, and administration	Agree*					Disagree*				
	FA08	FA07	FA06	FA05	Diff	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	80.4%	79.1%	85.3%	85.4%	-5.0%	6.0%	5.5%	6.6%	5.1%	0.9%
Classes are offered at convenient times.	79.1%	75.7%	83.5%	83.1%	-4.0%	7.0%	7.4%	8.1%	7.2%	-0.2%
I would recommend Troy to a friend who is planning to go to college.	79.3%	77.8%	83.1%	84.3%	-5.0%	7.5%	6.5%	7.9%	7.3%	0.2%
The semester/term format at my location accommodates my learning.	81.0%	78.2%	81.6%	82.5%	-1.5%	5.7%	5.8%	5.7%	5.8%	-0.1%
Troy University has a good reputation in my community.	72.2%	73.8%	81.1%	80.2%	-8.0%	6.8%	6.5%	6.4%	6.7%	0.1%
The printed Schedule of Classes is informative and easy to follow.	67.0%	69.6%	78.9%	79.1%	-12.1%	6.4%	7.3%	8.7%	7.0%	-0.6%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	74.0%	75.4%	78.8%	N/A	-4.8%	13.6%	11.1%	12.7%	N/A	0.9%
The online Schedule of Classes is informative and easy to follow.	72.9%	72.4%	78.2%	74.0%	-1.1%	8.4%	9.5%	10.0%	9.5%	-1.1%
Troy personnel are knowledgeable and helpful.	77.1%	72.9%	76.7%	78.6%	-1.5%	13.4%	11.0%	10.1%	8.8%	4.6%
Class drop/add procedures are appropriate.	63.7%	66.1%	76.2%	72.8%	-9.1%	8.1%	7.1%	9.0%	7.6%	0.5%
Class information provided prior to enrollment was helpful.	68.5%	50.8%	75.8%	N/A	-7.3%	15.6%	11.3%	12.5%	N/A	3.1%
The classes I attend are well organized and well taught.	75.1%	72.4%	75.5%	77.8%	-2.7%	10.6%	8.7%	10.6%	9.0%	1.6%
The tuition payment plan is beneficial for students.	60.8%	65.5%	74.7%	73.9%	-13.1%	7.7%	7.2%	7.1%	6.5%	1.2%
Faculty care about students as individuals.	72.7%	72.7%	74.3%	78.1%	-5.4%	11.2%	7.9%	8.7%	7.2%	4.0%
I feel I can talk to faculty about my academic concerns.	72.9%	71.5%	73.3%	77.1%	-4.2%	12.5%	8.9%	12.5%	8.0%	4.5%
Sufficient financial aid options are available.	59.5%	64.1%	72.7%	67.0%	-7.5%	11.4%	8.4%	11.4%	10.5%	0.9%
The University offers a variety of majors at my location.	72.0%	66.9%	72.7%	71.3%	0.7%	9.5%	11.4%	11.3%	10.8%	-1.3%
The on-site registration process is user-friendly.	51.8%	58.9%	71.6%	69.7%	-17.9%	9.5%	7.8%	9.7%	11.2%	-1.7%
The online registration process is user-friendly.	61.4%	64.4%	70.1%	70.1%	-8.7%	11.9%	9.7%	14.6%	12.1%	-0.2%
Academic advising is adequate.	64.1%	61.4%	68.6%	67.7%	-3.6%	16.7%	14.0%	14.8%	13.7%	3.0%
Purchasing textbooks through Troy Virtual Book Store is convenient.	59.5%	52.5%	63.8%	59.2%	0.3%	8.4%	10.3%	13.7%	12.1%	-3.7%
Tutorial services are sufficient.	40.8%	41.0%	59.5%	54.7%	-13.9%	7.7%	8.4%	10.1%	9.5%	-1.8%
Students seldom get the "run around" when seeking information.	52.9%	54.3%	59.4%	57.8%	-4.9%	24.7%	23.4%	22.6%	24.6%	0.1%
On-campus bookstore hours are convenient for students.	40.3%	44.5%	59.1%	59.0%	-18.7%	6.6%	7.6%	9.7%	12.6%	-6.0%
Student organizations are available for my participation.	37.0%	39.2%	50.9%	49.9%	-12.9%	7.3%	9.2%	12.5%	15.6%	-8.3%

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 10. New Student Perceptions about Troy University - College of Education
Ranked by Agreement

Total respondents = 281

Academic programs, services, and administration	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	2	79.0%	9.3%	5.3%	276
The semester/term format at my location accommodates my learning.	2	3	5	76.9%	8.9%	7.1%	278
I would recommend Troy to a friend who is planning to go to college.	3	2	1	76.2%	8.2%	10.3%	278
Troy personnel are knowledgeable and helpful.	4	8	6	75.4%	10.3%	13.2%	279
The classes I attend are well organized and well taught.	5	9	10	75.4%	11.4%	8.5%	276
Classes are offered at convenient times.	6	11	4	74.7%	11.4%	7.8%	275
I feel I can talk to faculty about my academic concerns.	7	4	8	73.7%	13.9%	10.0%	279
Faculty care about students as individuals.	8	6	7	73.0%	14.2%	10.3%	279
Troy University has a good reputation in my community.	9	5	3	72.6%	12.8%	6.4%	278
The printed Schedule of Classes is informative and easy to follow.	10	7	9	72.6%	12.1%	6.4%	277
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	10	12	69.0%	10.7%	18.5%	280
The online Schedule of Classes is informative and easy to follow.	12	15	13	64.8%	14.2%	9.3%	278
The University offers a variety of majors at my location.	13	17	19	64.8%	13.9%	11.7%	275
Academic advising is adequate.	14	12	17	63.7%	15.7%	16.0%	277
The tuition payment plan is beneficial for students.	15	13	11	63.3%	16.4%	8.9%	281
Sufficient financial aid options are available.	16	14	15	63.3%	14.9%	13.5%	279
Class information provided prior to enrollment was helpful.	17	16	14	61.2%	13.9%	21.0%	280
The on-site registration process is user-friendly.	18	19	18	58.0%	16.7%	7.8%	272
The online registration process is user-friendly.	19	20	20	56.2%	16.0%	10.0%	278
Class drop/add procedures are appropriate.	20	18	16	54.8%	18.9%	7.5%	275
Students seldom get the "run around" when seeking information.	21	22	22	50.5%	15.7%	31.3%	280
Purchasing textbooks through Troy Virtual Book Store is convenient.	22	24	23	48.4%	19.2%	8.5%	274
On-campus bookstore hours are convenient for students.	23	21	21	43.8%	19.6%	6.4%	273
Student organizations are available for my participation.	24	25	25	38.1%	21.4%	8.2%	276
Tutorial services are sufficient.	25	23	24	36.3%	23.1%	6.0%	274

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 10.1. New Student Perceptions about Troy University - College of Education
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

	Agree*					Disagree*				
Academic programs, services, and administration	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**
I would recommend Troy to a friend who is planning to go to college.	76.2%	79.8%	88.5%	80.5%	-4.3%	10.3%	7.6%	5.0%	6.8%	3.5%
I am receiving a quality education at Troy University.	79.0%	81.4%	88.2%	85.3%	-6.3%	5.3%	5.9%	5.0%	6.3%	-1.0%
Troy University has a good reputation in my community.	72.6%	76.9%	86.4%	81.1%	-8.5%	6.4%	6.4%	4.1%	6.3%	0.1%
Classes are offered at convenient times.	74.7%	70.4%	84.5%	81.3%	-6.6%	7.8%	11.2%	7.3%	8.7%	-0.9%
The semester/term format at my location accommodates my learning.	76.9%	79.6%	84.5%	86.7%	-9.8%	7.1%	5.5%	4.6%	4.7%	2.4%
Troy personnel are knowledgeable and helpful.	75.4%	74.6%	83.6%	72.5%	2.9%	13.2%	11.2%	5.6%	12.5%	0.7%
Faculty care about students as individuals.	73.0%	76.8%	83.1%	74.5%	-1.5%	10.3%	7.7%	5.2%	8.3%	2.0%
I feel I can talk to faculty about my academic concerns.	73.7%	77.2%	82.0%	76.1%	-2.4%	10.0%	8.3%	5.7%	8.4%	1.6%
The printed Schedule of Classes is informative and easy to follow.	72.6%	75.2%	82.0%	83.8%	-11.2%	6.4%	5.5%	4.8%	4.7%	1.7%
The classes I attend are well organized and well taught.	75.4%	72.4%	80.6%	81.0%	-5.6%	8.5%	10.1%	6.7%	9.2%	-0.7%
The tuition payment plan is beneficial for students.	63.3%	69.8%	78.2%	77.7%	-14.4%	8.9%	5.1%	6.3%	6.0%	2.9%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	69.0%	71.3%	78.2%	N/A	-9.2%	18.5%	13.6%	11.1%	N/A	7.4%
The online Schedule of Classes is informative and easy to follow.	64.8%	66.9%	78.1%	75.5%	-10.7%	9.3%	7.4%	6.9%	10.0%	-0.7%
Class information provided prior to enrollment was helpful.	61.2%	66.4%	76.6%	N/A	-15.4%	21.0%	11.6%	9.3%	N/A	11.7%
Sufficient financial aid options are available.	63.3%	68.4%	76.2%	73.4%	-10.1%	13.5%	7.8%	7.8%	10.8%	2.7%
Class drop/add procedures are appropriate.	54.8%	60.8%	73.4%	67.2%	-12.4%	7.5%	5.9%	4.8%	8.0%	-0.5%
Academic advising is adequate.	63.7%	70.4%	72.5%	67.4%	-3.7%	16.0%	12.5%	9.7%	13.0%	3.0%
The on-site registration process is user-friendly.	58.0%	58.4%	71.7%	65.7%	-7.7%	7.8%	9.6%	8.0%	14.3%	-6.5%
The University offers a variety of majors at my location.	64.8%	65.6%	70.8%	69.7%	-4.9%	11.7%	11.6%	11.4%	14.5%	-2.8%
The online registration process is user-friendly.	56.2%	57.4%	70.3%	61.4%	-5.2%	10.0%	7.3%	7.1%	13.9%	-3.9%
On-campus bookstore hours are convenient for students.	43.8%	55.0%	67.0%	66.7%	-22.9%	6.4%	3.9%	7.4%	10.4%	-4.0%
Students seldom get the "run around" when seeking information.	50.5%	52.0%	63.4%	53.6%	-3.1%	31.3%	21.5%	17.9%	29.5%	1.8%
Purchasing textbooks through Troy Virtual Book Store is convenient.	48.4%	43.4%	60.4%	54.1%	-5.7%	8.5%	10.7%	8.4%	9.9%	-1.4%
Tutorial services are sufficient.	36.3%	44.1%	57.2%	56.0%	-19.7%	6.0%	4.4%	7.6%	4.6%	1.4%
Student organizations are available for my participation.	38.1%	43.2%	56.2%	59.3%	-21.2%	8.2%	6.3%	8.0%	8.1%	0.1%

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 11. New Student Perceptions about Troy University - College of Communication & Fine Arts
Ranked by Agreement

Total respondents = 47

Academic programs, services, and administration	08 Rank	07 Rank	08 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	3	91.5%	4.3%	4.3%	47
Classes are offered at convenient times.	2	8	19	87.2%	8.5%	4.3%	47
I would recommend Troy University to a friend who is planning to go to college.	3	11	10	87.2%	4.3%	8.5%	47
The classes I attend are well organized and well taught.	4	6	5	85.1%	2.1%	10.6%	47
Troy University has a good reputation in my community.	5	7	6	83.0%	12.8%	4.3%	47
Faculty care about students as individuals.	6	2	4	80.9%	8.5%	8.5%	47
The semester/term format at my location accommodates my learning.	7	4	1	80.9%	10.6%	4.3%	47
The University offers a variety of majors at my location.	8	5	2	80.9%	8.5%	8.5%	47
Troy personnel are knowledgeable and helpful.	9	3	12	74.5%	17.0%	8.5%	47
The printed Schedule of Classes is informative and easy to follow.	10	9	7	74.5%	14.9%	8.5%	47
I feel I can talk to faculty about my academic concerns.	11	10	11	72.3%	12.8%	12.8%	47
Registration dates, times, and procedures were made clear to me prior to enrollment.	12	13	8	72.3%	8.5%	17.0%	47
Student organizations are available for my participation.	13	14	9	72.3%	12.8%	8.5%	46
The online registration process is user-friendly.	14	18	18	70.2%	8.5%	12.8%	47
Class information provided prior to enrollment was helpful.	15	19	23	70.2%	10.6%	17.0%	47
The online Schedule of Classes is informative and easy to follow.	16	12	15	68.1%	17.0%	4.3%	46
The tuition payment plan is beneficial for students.	17	15	21	68.1%	14.9%	2.1%	47
On-campus bookstore hours are convenient for students.	18	21	22	68.1%	14.9%	10.6%	47
The on-site registration process is user-friendly.	19	20	20	66.0%	14.9%	6.4%	46
Sufficient financial aid options are available.	20	17	17	63.8%	25.5%	8.5%	47
Academic advising is adequate.	21	22	14	57.4%	19.1%	19.1%	47
Tutorial services are sufficient.	22	24	13	55.3%	19.1%	2.1%	47
Class drop/add procedures are appropriate.	23	16	16	53.2%	17.0%	10.6%	47
Purchasing textbooks through Troy Virtual Book Store is convenient.	24	25	25	44.7%	19.1%	6.4%	47
Students seldom get the "run around" when seeking information.	25	23	24	42.6%	14.9%	31.9%	47

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 11.1. New Student Perceptions about Troy University - College of Communication & Fine Arts

Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

	Agree*					Disagree*				
Academic programs, services, and administration	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**
The semester/term format at my location accommodates my learning.	80.9%	75.9%	87.5%	77.4%	3.5%	4.3%	0.0%	4.2%	3.8%	0.5%
The University offers a variety of majors at my location.	80.9%	73.5%	87.2%	74.1%	6.8%	8.5%	6.0%	6.4%	11.1%	-2.6%
I am receiving a quality education at Troy University.	91.5%	83.2%	84.1%	85.7%	5.8%	4.3%	2.4%	6.8%	3.6%	0.7%
Faculty care about students as individuals.	80.9%	80.7%	83.3%	72.7%	8.2%	8.5%	2.4%	8.3%	10.9%	-2.4%
The classes I attend are well organized and well taught.	85.1%	73.5%	81.6%	80.7%	4.4%	10.6%	4.8%	6.1%	7.0%	3.6%
Troy University has a good reputation in my community.	83.0%	73.5%	80.4%	77.8%	5.2%	4.3%	3.6%	10.9%	9.3%	-5.0%
The printed Schedule of Classes is informative and easy to follow.	74.5%	72.3%	80.0%	78.6%	-4.1%	8.5%	1.2%	8.9%	8.9%	-0.4%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	72.3%	67.4%	79.2%	N/A	-6.9%	17.0%	13.3%	14.6%	N/A	2.4%
Student organizations are available for my participation.	72.3%	65.0%	79.1%	71.4%	0.9%	8.5%	1.2%	9.3%	4.1%	4.4%
I would recommend Troy to a friend who is planning to go to college.	87.2%	71.1%	78.3%	85.7%	1.5%	8.5%	1.2%	10.9%	3.6%	4.9%
I feel I can talk to faculty about my academic concerns.	72.3%	72.3%	76.1%	77.2%	-4.9%	12.8%	1.2%	8.7%	10.5%	2.3%
Troy personnel are knowledgeable and helpful.	74.5%	78.4%	74.0%	71.9%	2.6%	8.5%	2.4%	12.0%	14.0%	-5.5%
Tutorial services are sufficient.	55.3%	47.0%	73.5%	56.8%	-1.5%	2.1%	1.2%	8.8%	4.5%	-2.4%
Academic advising is adequate.	57.4%	51.8%	73.3%	60.0%	-2.6%	19.1%	4.8%	8.9%	16.0%	3.1%
The online Schedule of Classes is informative and easy to follow.	68.1%	68.7%	72.7%	62.3%	5.8%	4.3%	7.2%	11.4%	5.7%	-1.4%
Class drop/add procedures are appropriate.	53.2%	63.9%	72.5%	72.3%	-19.1%	10.6%	3.6%	7.5%	6.4%	4.2%
Sufficient financial aid options are available.	63.8%	63.9%	72.2%	71.2%	-7.4%	8.5%	2.4%	13.9%	5.8%	2.7%
The online registration process is user-friendly.	70.2%	63.9%	71.1%	54.7%	15.5%	12.8%	6.0%	13.2%	13.2%	-0.4%
Classes are offered at convenient times.	87.2%	73.5%	70.2%	69.6%	17.6%	4.3%	6.3%	10.6%	8.9%	-4.6%
The on-site registration process is user-friendly.	66.0%	59.0%	67.5%	51.1%	14.9%	6.4%	6.0%	7.5%	17.0%	-10.6%
The tuition payment plan is beneficial for students.	68.1%	65.0%	65.0%	73.5%	-5.4%	2.1%	2.4%	2.5%	6.1%	-4.0%
On-campus bookstore hours are convenient for students.	68.1%	57.8%	62.8%	60.8%	7.3%	10.6%	2.4%	18.6%	13.7%	-3.1%
Class information provided prior to enrollment was helpful.	70.2%	61.5%	60.9%	N/A	9.3%	17.0%	9.6%	23.9%	N/A	-6.9%
Students seldom get the "run around" when seeking information.	42.6%	50.6%	50.0%	37.5%	5.1%	31.9%	24.0%	37.5%	33.9%	-2.0%
Purchasing textbooks through Troy Virtual Book Store is convenient.	44.7%	44.6%	44.8%	36.1%	8.6%	6.4%	6.0%	13.8%	5.6%	0.8%

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 12. New Student Perceptions about Troy University - College of Health & Human Service

Ranked by Agreement Level

Total respondents = 168

Academic programs, services, and administration	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	1	87.6%	3.5%	3.5%	167
I would recommend Troy to a friend who is planning to go to college.	2	2	3	85.3%	2.4%	5.3%	166
The semester/term format at my location accommodates my learning.	3	4	2	81.8%	7.6%	4.1%	167
Troy personnel are knowledgeable and helpful.	4	7	8	81.2%	9.4%	7.1%	167
Faculty care about students as individuals.	5	6	18	80.0%	9.4%	5.9%	168
Troy University has a good reputation in my community.	6	5	5	79.4%	8.8%	3.5%	164
I feel I can talk to faculty about my academic concerns.	7	10	10	77.1%	12.9%	5.3%	167
The University offers a variety of majors at my location.	8	12	13	76.5%	10.0%	6.5%	167
Reg. dates, times, and procedures were made clear to me prior to enrollment.	9	8	11	75.3%	10.0%	10.6%	168
The classes I attend are well organized and well taught.	10	13	9	75.3%	13.5%	6.5%	167
The printed Schedule of Classes is informative and easy to follow.	11	9	4	74.1%	7.6%	7.6%	165
Classes are offered at convenient times.	12	3	7	72.9%	6.5%	8.2%	165
Academic advising is adequate.	13	17	22	72.4%	10.0%	10.6%	168
The tuition payment plan is beneficial for students.	14	14	16	68.2%	14.7%	7.1%	166
Class information provided prior to enrollment was helpful.	15	16	14	68.2%	11.2%	15.3%	165
Sufficient financial aid options are available.	16	11	12	67.1%	13.5%	8.8%	168
The online Schedule of Classes is informative and easy to follow.	17	15	6	65.3%	15.3%	7.1%	168
Students seldom get the "run around" when seeking information.	18	22	25	62.4%	17.1%	16.5%	167
The on-site registration process is user-friendly.	19	20	17	61.8%	15.3%	6.5%	166
Class drop/add procedures are appropriate.	20	18	15	60.6%	16.5%	5.3%	167
On-campus bookstore hours are convenient for students.	21	21	20	60.0%	11.2%	4.7%	167
The online registration process is user-friendly.	22	19	19	56.5%	15.9%	11.2%	167
Purchasing textbooks through Troy Virtual Book Store is convenient.	23	23	21	54.1%	14.7%	8.8%	167
Tutorial services are sufficient.	24	24	23	54.1%	17.6%	4.7%	166
Student organizations are available for my participation.	25	25	24	50.0%	21.8%	4.1%	165

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 12.1. New Student Perceptions about Troy University - College of Health & Human Service
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

Academic programs, services, and administration	Agree*					Disagree*				
	FA08	FA07	FA06	FA05	Diff	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	87.6%	78.8%	81.4%	87.6%	0.0%	3.5%	4.4%	8.2%	6.2%	-2.7%
The semester/term format at my location accommodates my learning.	81.8%	77.2%	80.6%	82.8%	-1.0%	4.1%	3.0%	7.4%	6.4%	-2.3%
I would recommend Troy to a friend who is planning to go to college.	85.3%	78.8%	79.7%	84.6%	0.7%	5.3%	6.8%	9.8%	8.7%	-3.4%
The printed Schedule of Classes is informative and easy to follow.	74.1%	72.9%	78.3%	79.0%	-4.9%	7.6%	6.2%	9.9%	7.9%	-0.3%
Troy University has a good reputation in my community.	79.4%	76.9%	78.2%	79.5%	-0.1%	3.5%	4.6%	8.4%	5.9%	-2.4%
The online Schedule of Classes is informative and easy to follow.	65.3%	67.3%	77.2%	75.2%	-9.9%	7.1%	7.0%	10.4%	10.3%	-3.2%
Classes are offered at convenient times.	72.9%	78.3%	77.2%	74.8%	-1.9%	8.2%	5.7%	8.4%	11.6%	-3.4%
Troy personnel are knowledgeable and helpful.	81.2%	75.6%	75.2%	78.5%	2.7%	7.1%	12.0%	10.9%	11.0%	-3.9%
The classes I attend are well organized and well taught.	75.3%	69.1%	74.4%	75.6%	-0.3%	6.5%	10.3%	11.2%	8.6%	-2.1%
I feel I can talk to faculty about my academic concerns.	77.1%	70.4%	74.1%	78.0%	-0.9%	5.3%	9.2%	12.0%	9.4%	-4.1%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	75.3%	73.4%	72.8%	N/A	2.5%	10.6%	10.9%	16.7%	N/A	-6.1%
Sufficient financial aid options are available.	67.1%	69.8%	71.3%	63.0%	4.1%	8.8%	7.1%	12.9%	14.1%	-5.3%
The University offers a variety of majors at my location.	76.5%	69.3%	71.2%	74.9%	1.6%	6.5%	8.7%	13.4%	9.0%	-2.5%
Class information provided prior to enrollment was helpful.	68.2%	64.9%	70.8%	N/A	-2.6%	15.3%	12.5%	14.3%	N/A	1.0%
Class drop/add procedures are appropriate.	60.6%	62.2%	70.8%	73.4%	-12.8%	5.3%	6.2%	9.7%	9.5%	-4.2%
The tuition payment plan is beneficial for students.	68.2%	68.8%	70.5%	74.3%	-6.1%	7.1%	4.6%	8.1%	7.6%	-0.5%
The on-site registration process is user-friendly.	61.8%	57.9%	70.3%	67.7%	-5.9%	6.5%	9.0%	10.8%	8.6%	-2.1%
Faculty care about students as individuals.	80.0%	76.0%	69.0%	76.4%	3.6%	5.9%	7.3%	9.6%	7.8%	-1.9%
The online registration process is user-friendly.	56.5%	60.0%	66.8%	71.6%	-15.1%	11.2%	11.2%	14.5%	11.3%	-0.1%
On-campus bookstore hours are convenient for students.	60.0%	54.0%	64.7%	66.0%	-6.0%	4.7%	5.7%	10.7%	9.7%	-5.0%
Purchasing textbooks through Troy Virtual Book Store is convenient.	54.1%	50.8%	63.3%	59.4%	-5.3%	8.8%	8.4%	11.7%	13.4%	-4.6%
Academic advising is adequate.	72.4%	64.2%	62.2%	67.6%	4.8%	10.6%	11.4%	15.4%	13.3%	-2.7%
Tutorial services are sufficient.	54.1%	46.5%	60.7%	63.2%	-9.1%	4.7%	3.5%	9.5%	7.3%	-2.6%
Student organizations are available for my participation.	50.0%	46.2%	57.4%	61.1%	-11.1%	4.1%	7.1%	11.2%	9.2%	-5.1%
Students seldom get the "run around" when seeking information.	62.4%	53.5%	57.3%	57.0%	5.4%	16.5%	22.8%	26.3%	23.6%	-7.1%

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 1. New Student Perceptions about Troy University - Undergraduate Students
Ranked by Frequency of Agreement

Total respondents = 1016

Academic programs, services, and administration	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	1	84.4%	6.3%	4.5%	1,005
The semester/term format at my location accommodates my learning.	2	3	4	81.9%	7.4%	4.7%	1,006
I would recommend Troy to a friend who is planning to go to college.	3	2	2	81.8%	6.2%	6.8%	1,008
Troy University has a good reputation in my community.	4	4	3	78.2%	9.4%	4.5%	1,001
Troy personnel are knowledgeable and helpful.	5	8	9	77.5%	10.5%	10.4%	1,016
Classes are offered at convenient times.	6	6	6	77.1%	7.6%	6.2%	1,002
Faculty care about students as individuals.	7	10	15	76.3%	11.9%	8.5%	1,015
The classes I attend are well organized and well taught.	8	7	8	76.0%	9.3%	7.9%	1,007
I feel I can talk to faculty about my academic concerns.	9	13	13	75.6%	11.6%	9.1%	1,010
The University offers a variety of majors at my location.	10	12	14	74.2%	11.3%	8.2%	1,009
Reg. dates, times, and procedures were made clear to me prior to enrollment.	11	5	10	72.9%	10.1%	12.9%	1,014
The online Schedule of Classes is informative and easy to follow.	12	11	7	72.2%	11.1%	8.2%	1,011
The printed Schedule of Classes is informative and easy to follow.	13	9	5	70.4%	10.2%	5.9%	1,006
Class information provided prior to enrollment was helpful.	14	14	17	69.4%	12.5%	14.2%	1,009
Sufficient financial aid options are available.	15	17	16	66.7%	14.2%	9.4%	1,011
Academic advising is adequate.	16	19	20	64.8%	14.3%	14.9%	1,010
The tuition payment plan is beneficial for students.	17	16	12	64.7%	14.6%	7.1%	1,012
Class drop/add procedures are appropriate.	18	15	11	63.3%	14.5%	6.7%	1,008
The online registration process is user-friendly.	19	18	19	62.5%	14.1%	10.1%	1,008
Purchasing textbooks through Troy Virtual Book Store is convenient.	20	22	21	59.8%	14.5%	7.2%	1,005
The on-site registration process is user-friendly.	21	20	18	56.0%	14.7%	7.1%	997
Students seldom get the "run around" when seeking information.	22	23	25	53.3%	16.3%	24.4%	1,009
On-campus bookstore hours are convenient for students.	23	21	22	48.8%	16.4%	5.1%	1,001
Tutorial services are sufficient.	24	24	23	46.2%	19.8%	5.6%	1,000
Student organizations are available for my participation.	25	25	24	43.9%	20.4%	5.6%	999

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 13.1. New Student Perceptions about Troy University - Undergraduate Students
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

	Agree*					Disagree*				
Academic programs, services, and administration	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**
I am receiving a quality education at Troy University.	84.4%	80.2%	85.8%	85.4%	-1.0%	4.5%	4.4%	6.0%	5.3%	-0.8%
I would recommend Troy to a friend who is planning to go to college.	81.8%	79.4%	84.3%	82.3%	-0.5%	6.8%	5.5%	7.6%	7.4%	-0.6%
Troy University has a good reputation in my community.	78.2%	76.2%	83.4%	80.7%	-2.5%	4.5%	4.4%	5.8%	6.0%	-1.5%
The semester/term format at my location accommodates my learning.	51.9%	78.7%	82.1%	81.5%	-29.6%	4.7%	4.1%	5.8%	5.4%	-0.7%
The printed Schedule of Classes is informative and easy to follow.	70.4%	72.9%	81.1%	79.7%	-9.3%	5.9%	5.4%	7.5%	6.7%	-0.8%
Classes are offered at convenient times.	77.1%	74.8%	80.5%	78.1%	-1.0%	6.2%	6.8%	8.5%	10.0%	-3.8%
The online Schedule of Classes is informative and easy to follow.	72.2%	72.7%	78.9%	74.8%	-2.6%	8.2%	6.5%	8.9%	9.0%	-0.8%
The classes I attend are well organized and well taught.	76.0%	74.0%	77.7%	75.9%	0.1%	7.9%	8.4%	9.0%	9.0%	-1.1%
Troy personnel are knowledgeable and helpful.	77.5%	74.0%	77.1%	75.7%	1.8%	10.4%	10.2%	9.6%	10.6%	-0.2%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	72.9%	75.5%	76.9%	N/A	-4.0%	12.9%	10.1%	12.4%	N/A	0.5%
Class drop/add procedures are appropriate.	63.3%	66.5%	76.0%	72.8%	-9.5%	6.7%	5.6%	7.8%	7.6%	-0.9%
The tuition payment plan is beneficial for students.	64.7%	66.3%	75.1%	74.1%	-9.4%	7.1%	5.2%	6.6%	7.2%	-0.1%
I feel I can talk to faculty about my academic concerns.	75.6%	71.3%	74.9%	75.0%	0.6%	9.1%	9.1%	11.1%	9.5%	-0.4%
The University offers a variety of majors at my location.	74.2%	71.8%	74.6%	74.4%	-0.2%	8.2%	8.2%	9.3%	10.6%	-2.4%
Faculty care about students as individuals.	76.3%	72.8%	74.3%	74.6%	1.7%	8.5%	7.7%	8.5%	8.0%	0.5%
Sufficient financial aid options are available.	66.7%	66.2%	73.2%	70.0%	-3.3%	9.4%	7.0%	10.7%	11.5%	-2.1%
Class information provided prior to enrollment was helpful.	69.4%	68.7%	73.1%	N/A	-3.7%	14.2%	10.9%	12.2%	N/A	2.0%
The on-site registration process is user-friendly.	56.0%	56.3%	71.4%	67.0%	-11.0%	7.1%	7.2%	9.9%	11.2%	-4.1%
The online registration process is user-friendly.	62.5%	63.5%	71.2%	67.9%	-5.4%	10.1%	8.6%	11.5%	12.2%	-2.1%
Academic advising is adequate.	64.8%	62.8%	68.3%	66.8%	-2.0%	14.9%	13.2%	14.0%	14.6%	0.3%
Purchasing textbooks through Troy Virtual Book Store is convenient.	59.8%	52.0%	65.7%	57.3%	2.5%	7.2%	9.2%	10.9%	10.8%	-3.6%
On-campus bookstore hours are convenient for students.	48.8%	53.6%	65.5%	67.5%	-18.7%	5.1%	5.2%	10.7%	10.6%	-5.5%
Tutorial services are sufficient.	46.2%	47.4%	64.7%	61.3%	-15.1%	5.6%	5.3%	8.4%	7.8%	-2.2%
Student organizations are available for my participation.	43.9%	46.7%	60.1%	61.5%	-17.6%	5.6%	6.7%	9.9%	9.8%	-4.2%
Students seldom get the "run around" when seeking information.	53.3%	51.4%	59.3%	54.2%	-0.9%	24.4%	23.4%	22.6%	25.4%	-1.0%

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 14. New Student Perceptions about Troy University - Graduate Students
Ranked by Agreement Level

Total respondents = 485

Academic programs, services, and administration	08 Rank	07 Rank	08 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	3	80.2%	8.8%	6.1%	481
The semester/term format at my location accommodates my learning.	2	3	2	78.2%	8.4%	7.3%	485
Classes are offered at convenient times.	3	4	1	78.2%	5.9%	7.1%	480
I would recommend Troy to a friend who is planning to go to college.	4	2	4	78.0%	7.1%	9.8%	483
Troy personnel are knowledgeable and helpful.	5	8	7	76.7%	7.8%	13.9%	485
Faculty care about students as individuals.	6	5	5	74.7%	12.7%	9.8%	484
The classes I attend are well organized and well taught.	7	12	12	74.1%	9.6%	10.4%	483
Reg. dates, times, and procedures were made clear to me prior to enrollment.	8	7	9	73.1%	7.8%	16.9%	486
I feel I can talk to faculty about my academic concerns.	9	6	8	72.0%	12.0%	12.0%	485
The online Schedule of Classes is informative and easy to follow.	10	10	13	68.8%	12.9%	8.6%	480
The printed Schedule of Classes is informative and easy to follow.	11	13	10	68.2%	8.6%	6.7%	484
Troy University has a good reputation in my community.	12	9	6	68.0%	13.7%	8.0%	484
Class information provided prior to enrollment was helpful.	13	11	11	64.9%	11.4%	19.2%	482
Academic advising is adequate.	14	14	18	62.7%	16.9%	14.7%	483
The online registration process is user-friendly.	15	15	19	60.4%	12.0%	12.9%	484
The University offers a variety of majors at my location.	16	17	20	60.2%	14.1%	13.3%	482
The tuition payment plan is beneficial for students.	17	16	14	56.3%	17.1%	7.6%	482
Sufficient financial aid options are available.	18	18	16	56.1%	15.3%	12.9%	485
Class drop/add procedures are appropriate.	19	19	15	56.1%	15.1%	8.4%	482
Students seldom get the "run around" when seeking information.	20	20	21	53.9%	16.1%	26.3%	485
Purchasing textbooks through Troy Virtual Book Store is convenient.	21	22	22	51.8%	15.9%	11.2%	478
The on-site registration process is user-friendly.	22	21	17	50.8%	14.1%	8.6%	481
On-campus bookstore hours are convenient for students.	23	23	23	27.8%	18.4%	7.3%	477
Tutorial services are sufficient.	24	24	24	27.8%	21.2%	8.6%	481
Student organizations are available for my participation.	25	25	25	24.9%	22.2%	10.0%	482

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 14.1. New Student Perceptions about Troy University - Graduate Students
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

	Agree*					**Disagree***				
Academic programs, services, and administration	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**	**FA08**	**FA07**	**FA06**	**FA05**	**Diff**
Classes are offered at convenient times.	78.2%	77.9%	86.3%	82.2%	-4.0%	7.1%	6.5%	6.6%	8.2%	-1.1%
The semester/term format at my location accommodates my learning.	78.2%	79.4%	86.1%	84.4%	-6.2%	7.3%	5.9%	5.5%	7.0%	0.3%
I am receiving a quality education at Troy University.	80.2%	80.9%	86.1%	85.3%	-5.1%	6.1%	5.8%	5.7%	7.3%	-1.2%
I would recommend Troy to a friend who is planning to go to college.	78.0%	80.5%	85.1%	84.1%	-6.1%	9.8%	6.4%	6.7%	8.6%	1.2%
Faculty care about students as individuals.	14.7%	77.8%	81.1%	78.4%	-63.7%	9.8%	6.5%	5.3%	8.5%	1.3%
Troy University has a good reputation in my community.	68.0%	75.2%	81.1%	79.7%	-11.7%	8.0%	6.2%	5.8%	7.8%	0.2%
Troy personnel are knowledgeable and helpful.	76.7%	75.6%	80.9%	80.3%	-3.6%	13.9%	10.5%	7.2%	9.7%	4.2%
I feel I can talk to faculty about my academic concerns.	72.0%	76.3%	80.6%	79.6%	-7.6%	12.0%	7.5%	7.4%	7.8%	4.2%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	73.1%	75.8%	80.3%	N/A	-7.2%	16.9%	11.0%	11.9%	N/A	5.0%
The printed Schedule of Classes is informative and easy to follow.	68.2%	68.3%	79.6%	81.9%	-13.7%	6.7%	6.2%	7.6%	7.6%	-0.9%
Class information provided prior to enrollment was helpful.	64.9%	74.1%	79.4%	N/A	-14.5%	19.2%	11.6%	11.1%	N/A	8.1%
The classes I attend are well organized and well taught.	74.1%	72.8%	79.4%	81.3%	-7.2%	10.4%	9.7%	9.2%	9.6%	0.8%
The online Schedule of Classes is informative and easy to follow.	68.8%	74.9%	77.2%	75.0%	-6.2%	8.6%	8.2%	9.1%	11.1%	-2.5%
The tuition payment plan is beneficial for students.	56.3%	64.3%	76.8%	76.1%	-19.8%	7.6%	6.6%	6.7%	6.6%	1.0%
Class drop/add procedures are appropriate.	56.1%	62.2%	74.8%	68.7%	-12.6%	8.4%	6.3%	7.6%	10.8%	-2.4%
Sufficient financial aid options are available.	56.1%	63.3%	73.3%	70.0%	-13.9%	12.9%	8.1%	10.1%	10.1%	2.8%
The on-site registration process is user-friendly.	50.8%	56.9%	72.1%	68.7%	-17.9%	8.6%	7.7%	9.3%	12.0%	-3.4%
Academic advising is adequate.	62.7%	66.2%	71.9%	68.8%	-6.1%	14.7%	12.7%	10.6%	14.1%	0.6%
The online registration process is user-friendly.	60.4%	66.0%	71.3%	67.6%	-7.2%	12.9%	9.8%	12.1%	14.2%	-1.3%
The University offers a variety of majors at my location.	60.2%	63.9%	71.3%	68.3%	-8.1%	13.3%	13.3%	13.8%	14.5%	-1.2%
Students seldom get the "run around" when seeking information.	53.9%	57.4%	64.6%	61.8%	-7.9%	26.3%	22.0%	19.4%	24.5%	1.8%
Purchasing textbooks through Troy Virtual Book Store is convenient.	51.8%	51.7%	62.2%	58.7%	-6.9%	11.2%	9.8%	12.8%	14.0%	-2.8%
On-campus bookstore hours are convenient for students.	27.8%	34.8%	57.8%	50.8%	-23.0%	7.3%	5.4%	9.1%	13.8%	-6.5%
Tutorial services are sufficient.	27.8%	34.0%	55.4%	51.4%	-23.6%	8.6%	6.9%	9.1%	8.9%	-0.3%
Student organizations are available for my participation.	24.9%	27.7%	48.2%	42.7%	-17.8%	10.0%	8.8%	14.3%	17.6%	-7.6%

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 15. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen

Ranked by Agreement Level

Total respondents = 409

Academic programs, services, and administration	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	1	86.8%	4.9%	2.9%	404
I would recommend Troy to a friend who is planning to go to college.	2	2	3	85.6%	3.9%	5.1%	406
The semester/term format at my location accommodates my learning.	3	5	5	84.1%	7.8%	3.2%	404
Troy University has a good reputation in my community.	4	3	2	82.0%	7.8%	3.7%	403
Classes are offered at convenient times.	5	4	7	80.7%	8.0%	4.9%	403
The classes I attend are well organized and well taught.	6	10	8	80.5%	8.8%	5.4%	405
Troy personnel are knowledgeable and helpful.	7	6	6	80.0%	10.5%	7.8%	409
I feel I can talk to faculty about my academic concerns.	8	12	11	79.8%	10.7%	6.8%	408
Faculty care about students as individuals.	9	9	9	79.5%	11.7%	5.4%	409
The University offers a variety of majors at my location.	10	8	13	78.5%	10.7%	4.9%	404
The printed Schedule of Classes is informative and easy to follow.	11	7	4	76.3%	11.2%	4.9%	404
Reg. dates, times, and procedures were made clear to me prior to enrollment.	12	11	12	74.9%	11.2%	11.2%	409
Sufficient financial aid options are available.	13	13	17	72.9%	10.7%	9.3%	408
Academic advising is adequate.	14	15	18	71.0%	12.7%	10.0%	408
Class information provided prior to enrollment was helpful.	15	17	16	70.5%	13.7%	12.9%	407
The online Schedule of Classes is informative and easy to follow.	16	18	10	70.5%	13.4%	6.6%	407
The tuition payment plan is beneficial for students.	17	14	14	68.3%	13.4%	6.3%	408
Class drop/add procedures are appropriate.	18	19	15	65.9%	15.4%	5.9%	406
On-campus bookstore hours are convenient for students.	19	16	22	64.6%	11.7%	6.1%	403
Student organizations are available for my participation.	20	20	23	64.1%	14.1%	3.9%	399
The on-site registration process is user-friendly.	21	21	20	63.9%	16.3%	5.6%	399
The online registration process is user-friendly.	22	22	19	62.7%	15.9%	7.8%	408
Tutorial services are sufficient.	23	23	21	59.8%	15.1%	4.4%	402
Students seldom get the "run around" when seeking information.	24	24	25	59.8%	15.1%	4.4%	402
Purchasing textbooks through Troy Virtual Book Store is convenient.	25	25	24	58.3%	14.6%	6.3%	404

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 15.1. New Student Perceptions about Troy University - Undergraduate First-Time Freshmen
Trend Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

Academic programs, services, and administration	Agree*					Disagree*				
	FA08	FA07	FA06	FA05	Diff	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	86.8%	81.3%	87.3%	86.0%	0.8%	2.9%	3.7%	5.4%	4.3%	-1.4%
Troy University has a good reputation in my community.	82.0%	79.2%	86.0%	80.4%	1.6%	3.7%	4.6%	6.1%	6.1%	-2.4%
I would recommend Troy to a friend who is planning to go to college.	85.6%	80.8%	85.2%	83.4%	2.2%	5.1%	5.0%	7.2%	6.7%	-1.6%
The printed Schedule of Classes is informative and easy to follow.	76.3%	77.0%	83.5%	79.6%	-3.3%	4.9%	6.1%	6.4%	6.3%	-1.4%
The semester/term format at my location accommodates my learning.	84.1%	78.2%	82.9%	80.7%	3.4%	3.2%	4.2%	5.5%	4.8%	-1.6%
Troy personnel are knowledgeable and helpful.	80.0%	77.8%	82.0%	75.9%	4.1%	7.8%	8.1%	6.3%	9.0%	-1.2%
Classes are offered at convenient times.	80.7%	78.5%	80.3%	77.4%	3.3%	4.9%	5.4%	8.4%	8.1%	-3.2%
The classes I attend are well organized and well taught.	80.5%	75.7%	79.7%	74.4%	6.1%	5.4%	7.1%	7.4%	9.5%	-4.1%
Faculty care about students as individuals.	79.5%	76.4%	79.1%	76.3%	3.2%	5.4%	6.5%	6.4%	5.7%	-0.3%
The online Schedule of Classes is informative and easy to follow.	70.5%	68.0%	78.9%	75.0%	-4.5%	6.6%	7.2%	7.5%	8.4%	-1.8%
I feel I can talk to faculty about my academic concerns.	79.8%	73.8%	78.8%	73.5%	6.3%	6.8%	6.9%	7.4%	8.6%	-1.8%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	74.9%	74.9%	78.3%	N/A	-3.4%	11.2%	9.6%	11.1%	N/A	0.1%
The University offers a variety of majors at my location.	78.5%	76.5%	78.1%	74.8%	3.7%	4.9%	8.7%	8.0%	9.3%	-4.4%
The tuition payment plan is beneficial for students.	68.3%	69.9%	76.2%	73.0%	-4.7%	6.3%	4.9%	7.2%	7.4%	-1.1%
Class drop/add procedures are appropriate.	65.9%	66.1%	76.2%	73.9%	-8.0%	5.9%	5.1%	7.1%	5.8%	0.1%
Class information provided prior to enrollment was helpful.	70.5%	68.4%	75.7%	N/A	-5.2%	12.9%	8.6%	9.9%	N/A	3.0%
Sufficient financial aid options are available.	72.9%	72.5%	75.1%	73.1%	-0.2%	9.3%	6.0%	11.4%	10.4%	-1.1%
Academic advising is adequate.	71.0%	69.4%	74.2%	66.6%	4.4%	10.0%	8.2%	9.8%	12.8%	-2.8%
The online registration process is user-friendly.	62.7%	61.0%	73.7%	70.5%	-7.8%	7.8%	7.0%	9.6%	9.3%	-1.5%
The on-site registration process is user-friendly.	63.9%	61.1%	72.7%	68.3%	-4.4%	5.6%	6.4%	8.0%	8.3%	-2.7%
Tutorial services are sufficient.	59.8%	55.6%	69.9%	66.4%	-6.6%	4.4%	5.5%	7.7%	7.4%	-3.0%
On-campus bookstore hours are convenient for students.	64.6%	68.5%	69.9%	70.5%	-5.9%	6.1%	5.7%	11.2%	10.0%	-3.9%
Student organizations are available for my participation.	64.1%	63.5%	68.8%	68.4%	-4.3%	3.9%	6.4%	8.4%	7.7%	-3.8%
Purchasing textbooks through Troy Virtual Book Store is convenient.	58.3%	48.5%	65.7%	53.9%	4.4%	6.3%	9.4%	9.1%	11.3%	-5.0%
Students seldom get the "run around" when seeking information.	54.4%	53.0%	63.9%	53.1%	1.3%	22.2%	17.8%	18.5%	22.8%	-0.6%

* Note: Agree = Agree + Strong Agree   Disagree = Disagree + Strongly Disagree

Appendix 16. New Student Perceptions about Troy University - Undergraduate Transfer Students
Ranked by Agreement Level

Total respondents = 568

Academic programs, services, and administration	08 Rank	07 Rank	06 Rank	Agree*	Neutral	Disagree*	N
I am receiving a quality education at Troy University.	1	1	1	82.5%	7.2%	5.6%	563
I would recommend Troy to a friend who is planning to go to college.	2	2	2	79.4%	7.2%	7.5%	563
The semester/term format at my location accommodates my learning.	3	3	4	78.7%	8.2%	5.9%	563
Troy personnel are knowledgeable and helpful.	4	8	12	75.7%	10.3%	12.1%	568
Troy University has a good reputation in my community.	5	5	3	75.5%	10.5%	5.6%	559
Classes are offered at convenient times.	6	9	5	74.7%	8.2%	6.8%	561
The classes I attend are well organized and well taught.	7	7	9	74.1%	9.6%	9.4%	563
Faculty care about students as individuals.	8	11	18	73.3%	12.6%	10.7%	567
The online Schedule of Classes is informative and easy to follow.	9	6	7	72.9%	8.9%	9.4%	565
I feel I can talk to faculty about my academic concerns.	10	10	13	72.2%	13.1%	10.5%	564
The University offers a variety of majors at my location.	11	14	15	72.2%	11.4%	10.7%	566
Reg. dates, times, and procedures were made clear to me prior to enrollment.	12	4	8	71.3%	9.8%	14.0%	566
The printed Schedule of Classes is informative and easy to follow.	13	12	6	67.8%	9.1%	6.5%	563
Class information provided prior to enrollment was helpful.	14	13	16	67.8%	12.6%	15.2%	562
Sufficient financial aid options are available.	15	18	14	63.1%	17.1%	9.6%	564
Class drop/add procedures are appropriate.	16	15	10	62.2%	14.0%	7.0%	564
The tuition payment plan is beneficial for students.	17	16	11	62.1%	15.2%	7.7%	564
The online registration process is user-friendly.	18	17	19	61.4%	13.1%	11.5%	562
Academic advising is adequate.	19	19	21	61.4%	15.2%	17.8%	572
Purchasing textbooks through Troy Virtual Book Store is convenient.	20	20	20	60.7%	14.3%	7.3%	562
Students seldom get the "run around" when seeking information.	21	22	24	52.6%	16.8%	24.8%	566
The on-site registration process is user-friendly.	22	21	17	51.6%	14.5%	8.2%	560
On-campus bookstore hours are convenient for students.	23	23	22	40.0%	18.9%	4.7%	559
Tutorial services are sufficient.	24	24	23	38.1%	22.6%	6.3%	559
Student organizations are available for my participation.	25	25	25	31.6%	24.0%	7.0%	561

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 16.1. New Student Perceptions about Troy University - Undergraduate Transfer Students
Trand Fall 2008 to Fall 2007 to Fall 2006 to Fall 2005

Academic programs, services, and administration	Agree*					Disagree*				
	FA08	FA07	FA06	FA05	Diff	FA08	FA07	FA06	FA05	Diff
I am receiving a quality education at Troy University.	82.5%	80.6%	85.1%	86.0%	-3.5%	5.6%	4.2%	6.0%	5.4%	0.2%
I would recommend Troy to a friend who is planning to go to college.	79.4%	79.6%	84.3%	82.6%	-3.2%	7.5%	5.0%	7.3%	7.5%	0.0%
Troy University has a good reputation in my community.	75.5%	75.6%	82.7%	81.7%	-6.2%	5.6%	3.9%	5.4%	5.7%	-0.1%
The semester/term format at my location accommodates my learning.	78.7%	79.4%	82.4%	82.8%	-4.1%	5.9%	3.5%	5.6%	5.7%	0.2%
Classes are offered at convenient times.	74.7%	72.3%	80.7%	78.3%	-3.6%	6.8%	7.6%	8.6%	11.5%	-4.7%
The printed Schedule of Classes is informative and easy to follow.	67.8%	70.6%	80.1%	80.0%	-12.2%	6.5%	4.5%	7.4%	7.0%	-0.5%
The online Schedule of Classes is informative and easy to follow.	72.9%	75.3%	79.6%	75.0%	-2.1%	9.4%	5.7%	9.2%	9.2%	0.2%
Reg. dates, times, and procedures were made clear to me prior to enrollment.	71.3%	75.8%	77.1%	N/A	-5.8%	14.0%	10.3%	12.8%	N/A	1.2%
The classes I attend are well organized and well taught.	74.1%	73.6%	76.9%	77.6%	-3.5%	9.4%	7.8%	9.8%	8.4%	1.0%
Class drop/add procedures are appropriate.	62.2%	67.1%	76.3%	72.3%	-10.1%	7.0%	5.2%	8.3%	8.6%	-1.6%
The tuition payment plan is beneficial for students.	62.1%	65.7%	74.9%	75.5%	-13.4%	7.7%	5.1%	6.2%	6.7%	1.0%
Troy personnel are knowledgeable and helpful.	75.7%	72.5%	74.1%	75.8%	-0.1%	12.1%	10.2%	11.5%	11.5%	0.6%
I feel I can talk to faculty about my academic concerns.	72.2%	71.1%	72.9%	75.8%	-3.6%	10.5%	9.7%	13.6%	10.2%	0.3%
Sufficient financial aid options are available.	63.1%	62.7%	72.9%	68.4%	-5.3%	9.6%	8.1%	10.2%	12.5%	-2.9%
The University offers a variety of majors at my location.	72.2%	68.6%	72.5%	75.1%	-2.9%	10.7%	9.8%	10.7%	10.5%	0.2%
Class information provided prior to enrollment was helpful.	67.8%	70.3%	71.8%	N/A	-4.0%	15.2%	11.3%	13.2%	N/A	2.0%
The on-site registration process is user-friendly.	51.6%	54.1%	71.4%	65.9%	-14.3%	8.2%	7.1%	10.6%	13.2%	-5.0%
Faculty care about students as individuals.	73.3%	71.1%	71.3%	73.4%	-0.1%	10.7%	7.8%	9.3%	9.2%	1.5%
The online registration process is user-friendly.	61.4%	65.0%	70.2%	66.3%	-4.9%	11.5%	8.6%	12.1%	13.8%	-2.3%
Purchasing textbooks through Troy Virtual Book Store is convenient.	60.7%	55.3%	66.6%	60.5%	0.2%	7.3%	8.4%	12.3%	10.4%	-3.1%
Academic advising is adequate.	61.4%	60.2%	64.8%	67.2%	-5.8%	17.8%	15.8%	16.9%	16.0%	1.8%
On-campus bookstore hours are convenient for students.	40.0%	46.9%	62.4%	65.7%	-25.7%	4.7%	4.8%	10.3%	10.9%	-6.2%
Tutorial services are sufficient.	38.1%	43.6%	60.9%	57.3%	-19.2%	6.3%	5.3%	8.9%	8.2%	-1.9%
Students seldom get the "run around" when seeking information.	52.6%	51.8%	56.2%	54.8%	-2.2%	24.8%	24.8%	25.0%	27.5%	-2.7%
Student organizations are available for my participation.	31.6%	38.9%	54.2%	55.9%	-24.3%	7.0%	7.3%	11.4%	11.5%	-4.5%

* Note: Agree = Agree + Strong Agree Disagree = Disagree + Strongly Disagree

Appendix 17. 2008 New Student Perceptions about Troy University
Mean Comparison: Male vs. Female

5=Strongly Agree   4=Agree   3=Neutral   2=Disagree   1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	Male		Female		SIG.*
	MEAN	SD	MEAN	SD	
Troy personnel are knowledgeable and helpful.	4.16	1.07	3.93	1.16	**0.000**
Faculty care about students as individuals.	4.19	1.01	3.95	1.10	**0.000**
I feel I can talk to faculty about my academic concerns.	4.13	1.03	3.93	1.14	**0.002**
Academic advising is adequate.	3.86	1.17	3.73	1.24	0.057
Sufficient financial aid options are available.	3.91	1.09	3.88	1.16	0.536
The tuition payment plan is beneficial for students.	4.06	0.97	3.93	1.11	**0.046**
Class information provided prior to enrollment was helpful.	3.83	1.18	3.19	1.24	0.527
Registration dates, times, and procedures were made clear to me prior to enrollment.	4.04	1.14	3.91	1.22	0.071
The online registration process is user-friendly.	3.90	1.09	3.89	1.18	0.879
The on-site registration process is user-friendly.	3.93	1.02	3.88	1.16	0.489
Students seldom get the "run around" when seeking information.	3.59	1.25	3.34	1.38	**0.002**
The online Schedule of Classes is informative and easy to follow.	4.05	0.99	3.99	1.09	0.339
The printed Schedule of Classes is informative and easy to follow.	4.16	0.89	4.07	1.03	0.148
Class drop/add procedures are appropriate.	3.99	0.95	3.89	1.09	0.146
Classes are offered at convenient times.	4.25	0.89	4.14	1.05	0.083
The classes I attend are well organized and well taught.	4.12	1.04	4.09	1.07	0.660
The University offers a variety of majors at my location.	4.07	1.03	3.97	1.13	0.137
Tutorial services are sufficient.	3.81	1.06	3.67	1.08	0.071
On-campus bookstore hours are convenient for students.	3.84	1.03	3.78	1.08	0.386
Purchasing textbooks through Troy Virtual BookStore is convenient.	4.01	1.09	3.87	1.16	0.053
Student organizations are available for my participation.	3.73	1.02	3.66	1.12	0.425
The semester/term format at my location accommodates my learning.	4.29	0.83	4.19	1.01	0.053
Troy University has a good reputation in my community.	4.26	0.89	4.15	1.06	0.064
I am receiving a quality education at Troy University.	4.38	0.83	4.24	1.01	**0.011**
I would recommend Troy University to a friend who is planning to go to college.	4.36	0.97	4.21	1.12	**0.016**

Notes:

1. Mean differences were found significant at the significance level = 0.05

2. The bold and italian values undelined indicate that there is a significant difference between the two means.

Appendix 18. 2008 New Student Perceptions about Troy University
Mean Comparison: White vs. Black vs. Other Minorities
5=Strongly Agree   4=Agree   3=Neutral   2=Disagree   1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	Black		White		Other Minor		SIG.*
	MEAN	SD	MEAN	SD	MEAN	SD	
Troy personnel are knowledgeable and helpful.	3.90	1.22	4.07	1.08	4.05	1.03	**0.017**
Faculty care about students as individuals.	3.95	1.11	4.09	1.01	3.87	1.21	**0.015**
I feel I can talk to faculty about my academic concerns.	3.96	1.14	4.06	1.06	3.72	1.19	**0.007**
Academic advising is adequate.	3.81	1.21	3.78	1.20	3.50	1.30	**0.047**
Sufficient financial aid options are available.	3.94	1.16	3.90	1.09	3.50	1.25	**0.002**
The tuition payment plan is beneficial for students.	3.98	1.12	3.98	1.04	3.79	1.04	0.242
Class information provided prior to enrollment was helpful.	3.88	1.25	3.77	1.18	3.64	1.28	0.086
Registration dates, times and procedures were made clear to me at enrollment	3.95	1.24	3.97	1.14	3.75	1.33	0.198
The online registration process is user-friendly.	3.90	1.19	3.94	1.11	3.60	1.23	**0.018**
The on-site registration process is user-friendly.	3.94	1.16	3.89	1.07	3.62	1.17	**0.036**
Students seldom get the "run around" when seeking information.	3.39	1.39	3.44	1.32	3.37	1.31	0.737
The online Schedule of Classes is informative and easy to follow.	4.00	1.13	4.03	1.02	3.87	1.06	0.316
The printed Schedule of Classes is informative and easy to follow.	4.10	1.05	4.09	0.93	3.96	1.09	0.429
Class drop/add procedures are appropriate.	3.91	1.11	3.96	0.98	3.78	1.15	0.270
Classes are offered at convenient times.	4.15	1.07	4.22	0.95	3.98	1.05	0.054
The classes I attend are well organized and well taught.	4.05	1.11	4.17	0.99	3.83	1.20	**0.003**
The University offers a variety of majors at my location.	3.96	1.14	4.06	1.06	3.73	1.13	**0.008**
Tutorial services are sufficient.	3.66	1.11	3.77	1.00	3.56	1.17	0.124
On-campus bookstore hours are convenient for students.	3.72	1.12	3.87	0.98	3.72	1.19	0.076
Purchasing textbooks through Troy Virtual Book Store is convenient.	3.88	1.19	3.95	1.09	3.79	1.20	0.304
Student organizations are available for my participation.	3.64	1.14	3.72	1.05	3.69	1.14	0.510
The semester/term format at my location accommodates my learning.	4.19	1.03	4.26	0.89	4.08	0.92	0.122
Troy University has a good reputation in my community.	4.15	1.09	4.22	0.96	3.97	0.90	0.034
I am receiving a quality education at Troy University.	4.23	1.06	4.35	0.85	4.15	0.94	**0.016**
I would recommend Troy University to a friend who is planning to go to college.	4.22	1.17	4.32	0.98	3.96	1.13	**0.003**

Appendix 19. 2008 New Student Perceptions about Troy University

Mean Comparison: Traditional vs. Non-Traditional

5=Strongly Agree   4=Agree   3=Neutral   2=Disagree   1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	Traditional		Non-Traditional		SIG.*
	MEAN	SD	MEAN	SD	
Troy personnel are knowledgeable and helpful.	4.05	1.06	3.98	1.16	0.228
Faculty care about students as individuals.	4.09	1.00	3.98	1.10	0.074
I feel I can talk to faculty about my academic concerns.	4.05	1.02	3.96	1.14	0.139
Academic advising is adequate.	3.84	1.13	3.73	1.25	0.114
Sufficient financial aid options are available.	3.82	1.17	3.92	1.12	0.105
The tuition payment plan is beneficial for students.	3.98	1.04	3.97	1.08	0.955
Class information provided prior to enrollment was helpful.	3.78	1.13	3.82	1.25	0.615
Registration dates, times and procedures were made clear to me prior to enrollment.	3.94	1.12	3.96	1.22	0.791
The online registration process is user-friendly.	3.92	1.07	3.90	1.19	0.765
The on-site registration process is user-friendly.	3.92	1.03	3.89	1.15	0.656
Students seldom get the "run around" when seeking information.	3.39	1.29	3.42	1.37	0.689
The online Schedule of Classes is informative and easy to follow.	4.01	1.03	4.02	1.07	0.862
The printed Schedule of Classes is informative and easy to follow.	4.12	0.92	4.09	1.01	0.615
Class drop/add procedures are appropriate.	3.95	1.00	3.92	1.06	0.670
Classes are offered at convenient times.	4.14	0.94	4.20	1.02	0.330
The classes I attend are well organized and well taught.	4.14	0.97	4.08	1.09	0.347
The University offers a variety of majors at my location.	4.15	0.98	3.93	1.14	**0.000**
Tutorial services are sufficient.	3.91	0.96	3.61	1.09	**0.000**
On-campus bookstore hours are convenient for students.	4.02	0.95	3.66	1.09	**0.000**
Purchasing textbooks through Troy Virtual Book Store is convenient.	3.89	1.07	3.92	1.17	0.628
Student organizations are available for my participation.	4.05	1.00	3.46	1.09	**0.000**
The semester/term format at my location accommodates my learning.	4.22	0.86	4.22	0.98	0.983
Troy University has a good reputation in my community.	4.26	0.91	4.15	1.04	0.054
I am receiving a quality education at Troy University.	4.38	0.81	4.25	0.99	**0.015**
I would recommend Troy University to a friend who is planning to go to college.	4.28	1.02	4.24	1.09	0.508

Notes: 1. Mean differences were found significant at the significance level = 0.05   2. The bold and underlined values indicate that there is a significant difference between the two means.

Appendix 20. 2008 New Student Perceptions about Troy University

Mean Comparison: First Choice vs. Other Choices

5=Strongly Agree   4=Agree   3=Neutral   2=Disagree   1=Strongly Disagree

ACADEMIC PROGRAMS, SERVICES, AND ADMINISTRATION	First Choice		Other Choices		SIG.*
	MEAN	SD	MEAN	SD	
Troy personnel are knowledgeable and helpful.	4.03	1.13	3.87	1.17	**0.013**
Faculty care about students as individuals.	4.07	1.05	3.83	1.12	**0.000**
I feel I can talk to faculty about my academic concerns.	4.06	1.08	3.78	1.18	**0.000**
Academic advising is adequate.	3.81	1.21	3.62	1.25	**0.011**
Sufficient financial aid options are available.	3.92	1.14	3.78	1.14	0.054
The tuition payment plan is beneficial for students.	3.99	1.10	3.90	1.02	0.223
Class information provided prior to enrollment was helpful	3.87	1.20	3.61	1.26	**0.000**
Registration dates, times and procedures were made clear to me prior to enrollment	4.03	1.16	3.72	1.26	**0.000**
The online registration process is user-friendly.	3.94	1.15	3.76	1.17	**0.010**
The on-site registration process is user-friendly.	3.93	1.12	3.78	1.12	**0.045**
Students seldom get the "run around" when seeking information.	3.46	1.34	3.24	1.35	**0.006**
The online Schedule of Classes is informative and easy to follow.	4.04	1.07	3.91	1.05	0.054
The printed Schedule of Classes is informative and easy to follow.	4.12	1.00	4.00	0.97	0.056
Class drop/add procedures are appropriate.	3.96	1.05	3.79	1.04	**0.012**
Classes are offered at convenient times.	4.19	1.03	4.13	0.95	0.372
The classes I attend are well organized and well taught.	4.14	1.06	3.97	1.05	**0.009**
The University offers a variety of majors at my location.	4.03	1.11	3.91	1.07	0.096
Tutorial services are sufficient.	3.74	1.09	3.60	1.01	0.062
On-campus bookstore hours are convenient for students.	3.84	1.07	3.69	1.03	0.052
Purchasing textbooks through Troy Virtual Book Store is convenient.	3.96	1.15	3.76	1.12	**0.007**
Student organizations are available for my participation.	3.68	1.12	3.69	1.05	0.961
The semester/term format at my location accommodates my learning.	4.24	0.96	4.16	0.93	0.160
Troy University has a good reputation in my community.	4.23	1.01	4.00	1.01	**0.000**
I am receiving a quality education at Troy University.	4.32	0.96	4.15	0.94	**0.003**
I would recommend Troy University to a friend who is planning to go to college.	4.30	1.07	4.08	1.12	**0.001**

1. Mean differences were found significant at the level = 0.05   2. The bold and underlined values indicate a significant difference between the two means

Frequencies by Campus

Appendix 21. Troy University Fall 2008 New Student Survey Responses - Dothan

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	18	20.0	20.0	20.0
	Female	72	80.0	80.0	100.0
	Total	90	100.0	100.0	

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	21	23.3	23.3	23.3
	Asian/Pacific Islander	2	2.2	2.2	25.6
	White, non-Hispanic	64	71.1	71.1	96.7
	Race/ethnicity unknown	3	3.3	3.3	100.0
	Total	90	100.0	100.0	

Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	12	13.3	13.5	13.5
	20-21	14	15.6	15.7	29.2
	21-24	15	16.7	16.9	46.1
	25-29	16	17.8	18.0	64.0
	30-34	15	16.7	16.9	80.9
	35-39	4	4.4	4.5	85.4
	40-49	10	11.1	11.2	96.6
	50-64	3	3.3	3.4	100.0
	Total	89	98.9	100.0	

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	System	1	1.1		
Total		90	100.0		

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	2.2	2.2	2.2
	First-time freshman (an undergraduate student attending coll	24	26.7	26.7	28.9
	First-time graduate (a graduate student enrolled in a gradua	9	10.0	10.0	38.9
	Undergraduate transfer student (an undergraduate student who	49	54.4	54.4	93.3
	Graduate transfer student (a graduate student who transferre	3	3.3	3.3	96.7
	Undergraduate transient student (an undergraduate student at	3	3.3	3.3	100.0
	Total	90	100.0	100.0	

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	22	24.4	24.4	24.4
	Business	30	33.3	33.3	57.8
	Education	38	42.2	42.2	100.0
	Total	90	100.0	100.0	

What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	6	6.7	18.2	18.2

		Frequency	Percent	Valid Percent	Cumulative Percent
	Applied Computer Science	4	4.4	12.1	30.3
	Computer Science	1	1.1	3.0	33.3
	Biology	5	5.6	15.2	48.5
	Biology Education	1	1.1	3.0	51.5
	Criminal Justice	4	4.4	12.1	63.6
	English	2	2.2	6.1	69.7
	English Language Arts Education	3	3.3	9.1	78.8
	General Education	1	1.1	3.0	81.8
	History Education	1	1.1	3.0	84.8
	Mathematics	2	2.2	6.1	90.9
	Mathematics Education	1	1.1	3.0	93.9
	Sociology	2	2.2	6.1	100.0
	Total	33	36.7	100.0	
Missing	System	57	63.3		
Total		90	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate of Science in Business	1	1.1	3.7	3.7
	Accounting	13	14.4	48.1	51.9
	Finance	2	2.2	7.4	59.3
	Marketing	1	1.1	3.7	63.0
	Management	3	3.3	11.1	74.1
	Human Resource Management	2	2.2	7.4	81.5
	General Business	1	1.1	3.7	85.2
	Master of Business Administration	4	4.4	14.8	100.0
	Total	27	30.0	100.0	
Missing	System	63	70.0		
Total		90	100.0		

College of Communication and Fine Arts

		Frequency	Percent
Missing	System	90	100.0

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Early Childhood Education	2	2.2	5.4	5.4
	Elementary Education	14	15.6	37.8	43.2
	Secondary Education	10	11.1	27.0	70.3
	Post-Secondary Education	1	1.1	2.7	73.0
	Collaborative Teacher 6 – 12	3	3.3	8.1	81.1
	Education Administration and Leadership	1	1.1	2.7	83.8
	Community Counseling	2	2.2	5.4	89.2
	Psychology	4	4.4	10.8	100.0
	Total	37	41.1	100.0	
Missing	System	53	58.9		
Total		90	100.0		

College of Health and Human Services

		Frequency	Percent
Missing	System	90	100.0

Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	54.4	55.1	55.1

		Frequency	Percent	Valid Percent	Cumulative Percent
	No	40	44.4	44.9	100.0
	Total	89	98.9	100.0	
Missing	System	1	1.1		
Total		90	100.0		

When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	76	84.4	85.4	85.4
	Second choice	7	7.8	7.9	93.3
	Third choice	6	6.7	6.7	100.0
	Total	89	98.9	100.0	
Missing	System	1	1.1		
Total		90	100.0		

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	11	12.2	12.4	12.4
	Alumni	12	13.3	13.5	25.8
	Billboard	1	1.1	1.1	27.0
	Direct Mail	1	1.1	1.1	28.1
	Guidance Counselor	9	10.0	10.1	38.2
	Internet	6	6.7	6.7	44.9
	Newspaper	1	1.1	1.1	46.1
	Radio	2	2.2	2.2	48.3
	Television	3	3.3	3.4	51.7
	Word of mouth	43	47.8	48.3	100.0
	Total	89	98.9	100.0	
Missing	System	1	1.1		
Total		90	100.0		

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	15	16.7	17.4	17.4
	Billboard	1	1.1	1.2	18.6
	Direct Mail	17	18.9	19.8	38.4
	Internet	36	40.0	41.9	80.2
	Newspaper	3	3.3	3.5	83.7
	Television	1	1.1	1.2	84.9
	Word of mouth	13	14.4	15.1	100.0
	Total	86	95.6	100.0	
Missing	System	4	4.4		
Total		90	100.0		

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	1.1	1.1	1.1
	Billboard	2	2.2	2.3	3.4
	Direct Mail	11	12.2	12.5	15.9
	Internet	15	16.7	17.0	33.0
	Newspaper	1	1.1	1.1	34.1
	Radio	3	3.3	3.4	37.5
	Television	12	13.3	13.6	51.1
	Word of mouth	43	47.8	48.9	100.0
	Total	88	97.8	100.0	
Missing	System	2	2.2		
Total		90	100.0		

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	53	58.9	58.9	58.9
	Yes	37	41.1	41.1	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	83	92.2	92.2	92.2
	Yes	7	7.8	7.8	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Rankings in national magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	89	98.9	98.9	98.9
	Yes	1	1.1	1.1	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Graduates get good jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	77	85.6	85.6	85.6
	Yes	13	14.4	14.4	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	62	68.9	68.9	68.9
	Yes	28	31.1	31.1	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8	8.9	8.9	8.9
	Yes	82	91.1	91.1	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	60	66.7	66.7	66.7
	Yes	30	33.3	33.3	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	55	61.1	61.1	61.1
	Yes	35	38.9	38.9	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	80	88.9	88.9	88.9
	Yes	10	11.1	11.1	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	56	62.2	62.2	62.2
	Yes	34	37.8	37.8	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	43	47.8	47.8	47.8
	Yes	47	52.2	52.2	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	83	92.2	92.2	92.2
	Yes	7	7.8	7.8	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	81	90.0	90.0	90.0
	Yes	9	10.0	10.0	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	89	98.9	98.9	98.9
	Yes	1	1.1	1.1	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	88	97.8	97.8	97.8
	Yes	2	2.2	2.2	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	84	93.3	93.3	93.3
	Yes	6	6.7	6.7	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	88	97.8	97.8	97.8
	Yes	2	2.2	2.2	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	77	85.6	85.6	85.6
	Yes	13	14.4	14.4	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	76	84.4	84.4	84.4
	Yes	14	15.6	15.6	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	78	86.7	86.7	86.7
	Yes	12	13.3	13.3	100.0
	Total	90	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	86	95.6	95.6	95.6
	Yes	4	4.4	4.4	100.0
	Total	90	100.0	100.0	

Appendix 22. Troy University Fall 2008 New Student Survey Responses - Montgomery

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	25	17.5	17.5	17.5
	Female	118	82.5	82.5	100.0
	Total	143	100.0	100.0	

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	83	58.0	58.0	58.0
	Asian/Pacific Islander	1	.7	.7	58.7
	Hispanic	1	.7	.7	59.4
	White, non-Hispanic	56	39.2	39.2	98.6
	Race/ethnicity unknown	2	1.4	1.4	100.0
	Total	143	100.0	100.0	

Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	11	7.7	7.7	7.7
	20-21	9	6.3	6.3	14.0
	21-24	22	15.4	15.4	29.4
	25-29	35	24.5	24.5	53.8
	30-34	21	14.7	14.7	68.5
	35-39	13	9.1	9.1	77.6
	40-49	23	16.1	16.1	93.7
	50-64	9	6.3	6.3	100.0

Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	11	7.7	7.7	7.7
	20-21	9	6.3	6.3	14.0
	21-24	22	15.4	15.4	29.4
	25-29	35	24.5	24.5	53.8
	30-34	21	14.7	14.7	68.5
	35-39	13	9.1	9.1	77.6
	40-49	23	16.1	16.1	93.7
	50-64	9	6.3	6.3	100.0
	Total	143	100.0	100.0	

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	4.9	4.9	4.9
	First-time freshman (an undergraduate student attending coll	59	41.3	41.5	46.5
	First-time graduate (a graduate student enrolled in a gradua	26	18.2	18.3	64.8
	Undergraduate transfer student (an undergraduate student who	42	29.4	29.6	94.4
	Graduate transfer student (a graduate student who transferre	4	2.8	2.8	97.2
	Undergraduate transient student (an undergraduate student at	1	.7	.7	97.9
	Graduate transient student (a graduate student attending TRO	3	2.1	2.1	100.0
	Total	142	99.3	100.0	
Missing	System	1	.7		
Total		143	100.0		

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	24	16.8	17.3	17.3
	Business	57	39.9	41.0	58.3
	Education	25	17.5	18.0	76.3
	Communication and Fine Arts	1	.7	.7	77.0
	Health and Human Services	32	22.4	23.0	100.0
	Total	139	97.2	100.0	
Missing	System	4	2.8		
Total		143	100.0		

What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	17	11.9	42.5	42.5
	Computer Science	6	4.2	15.0	57.5
	Biology	1	.7	2.5	60.0
	Criminal Justice	2	1.4	5.0	65.0
	English	2	1.4	5.0	70.0
	English Language Arts Education	2	1.4	5.0	75.0
	Environmental and Biological Science	1	.7	2.5	77.5
	General Education	2	1.4	5.0	82.5
	Mathematics Education	2	1.4	5.0	87.5
	Political Science	1	.7	2.5	90.0
	Social Science	3	2.1	7.5	97.5
	Social Science Education	1	.7	2.5	100.0
	Total	40	28.0	100.0	

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	System	103	72.0		
Total		143	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Associate of Science in Business	1	.7	1.9	1.9
	Accounting	6	4.2	11.5	13.5
	Finance	6	4.2	11.5	25.0
	Marketing	1	.7	1.9	26.9
	Management	11	7.7	21.2	48.1
	Human Resource Management	11	7.7	21.2	69.2
	General Business	12	8.4	23.1	92.3
	Technology and Resource Management	1	.7	1.9	94.2
	Master of Business Administration	3	2.1	5.8	100.0
	Total	52	36.4	100.0	
Missing	System	91	63.6		
Total		143	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Journalism	1	.7	100.0	100.0
Missing	System	142	99.3		
Total		143	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Elementary Education	1	.7	3.8	3.8

	Secondary Education	3	2.1	11.5	15.4
	Reading Specialist Education	1	.7	3.8	19.2
	School Counseling	1	.7	3.8	23.1
	School Psychometry	1	.7	3.8	26.9
	Rehabilitation Counseling	3	2.1	11.5	38.5
	Social Services Counseling	2	1.4	7.7	46.2
	Community Counseling	5	3.5	19.2	65.4
	Correction Counseling	1	.7	3.8	69.2
	Psychology	8	5.6	30.8	100.0
	Total	26	18.2	100.0	
Missing	System	117	81.8		
Total		143	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nursing	31	21.7	93.9	93.9
	Social Work	2	1.4	6.1	100.0
	Total	33	23.1	100.0	
Missing	System	110	76.9		
Total		143	100.0		

Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	79	55.2	55.6	55.6
	No	63	44.1	44.4	100.0
	Total	142	99.3	100.0	
Missing	System	1	.7		
Total		143	100.0		

When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	100	69.9	70.4	70.4
	Second choice	37	25.9	26.1	96.5
	Third choice	2	1.4	1.4	97.9
	Fourth choice	3	2.1	2.1	100.0
	Total	142	99.3	100.0	
Missing	System	1	.7		
Total		143	100.0		

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	15	10.5	10.6	10.6
	Alumni	23	16.1	16.3	27.0
	Billboard	2	1.4	1.4	28.4
	Direct Mail	5	3.5	3.5	31.9
	Guidance Counselor	2	1.4	1.4	33.3
	Internet	8	5.6	5.7	39.0
	Newspaper	1	.7	.7	39.7
	Radio	1	.7	.7	40.4
	Television	9	6.3	6.4	46.8
	Word of mouth	75	52.4	53.2	100.0
	Total	141	98.6	100.0	
Missing	System	2	1.4		
Total		143	100.0		

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	25	17.5	18.5	18.5
	Billboard	1	.7	.7	19.3
	Direct Mail	22	15.4	16.3	35.6
	Internet	55	38.5	40.7	76.3
	Newspaper	3	2.1	2.2	78.5
	Radio	1	.7	.7	79.3
	Television	2	1.4	1.5	80.7
	Word of mouth	26	18.2	19.3	100.0
	Total	135	94.4	100.0	
Missing	System	8	5.6		
Total		143	100.0		

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	1.4	1.4	1.4
	Billboard	3	2.1	2.1	3.5
	Direct Mail	9	6.3	6.4	9.9
	Internet	29	20.3	20.6	30.5
	Newspaper	2	1.4	1.4	31.9
	Radio	8	5.6	5.7	37.6
	Television	24	16.8	17.0	54.6
	Word of mouth	64	44.8	45.4	100.0
	Total	141	98.6	100.0	
Missing	System	2	1.4		
Total		143	100.0		

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	71	49.7	49.7	49.7
	Yes	72	50.3	50.3	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	131	91.6	91.6	91.6
	Yes	12	8.4	8.4	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Rankings in national magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	138	96.5	96.5	96.5
	Yes	5	3.5	3.5	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Graduates get good jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	116	81.1	81.1	81.1
	Yes	27	18.9	18.9	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	105	73.4	73.4	73.4
	Yes	38	26.6	26.6	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	41	28.7	28.7	28.7
	Yes	102	71.3	71.3	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	68	47.6	47.6	47.6
	Yes	75	52.4	52.4	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	91	63.6	63.6	63.6
	Yes	52	36.4	36.4	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	105	73.4	73.4	73.4
	Yes	38	26.6	26.6	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	88	61.5	61.5	61.5
	Yes	55	38.5	38.5	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	42	29.4	29.4	29.4
	Yes	101	70.6	70.6	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	121	84.6	84.6	84.6
	Yes	22	15.4	15.4	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	114	79.7	79.7	79.7
	Yes	29	20.3	20.3	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	140	97.9	97.9	97.9
	Yes	3	2.1	2.1	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	141	98.6	98.6	98.6
	Yes	2	1.4	1.4	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	141	98.6	98.6	98.6
	Yes	2	1.4	1.4	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	140	97.9	97.9	97.9
	Yes	3	2.1	2.1	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	129	90.2	90.2	90.2
	Yes	14	9.8	9.8	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	109	76.2	76.2	76.2
	Yes	34	23.8	23.8	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	128	89.5	89.5	89.5
	Yes	15	10.5	10.5	100.0
	Total	143	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	No	132	92.3	92.3	92.3
	Yes	11	7.7	7.7	100.0
	Total	143	100.0	100.0	

Appendix 23. Troy University Fall 2008 New Student Survey Responses - Phenix City

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	9	11.7	11.7	11.7
	Female	68	88.3	88.3	100.0
	Total	77	100.0	100.0	

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	38	49.4	50.0	50.0
	Hispanic	1	1.3	1.3	51.3
	White, non-Hispanic	37	48.1	48.7	100.0
	Total	76	98.7	100.0	
Missing	System	1	1.3		
Total		77	100.0		

Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-21	6	7.8	7.8	7.8
	21-24	8	10.4	10.4	18.2
	25-29	16	20.8	20.8	39.0
	30-34	20	26.0	26.0	64.9
	35-39	7	9.1	9.1	74.0
	40-49	12	15.6	15.6	89.6
	50-64	8	10.4	10.4	100.0
	Total	77	100.0	100.0	

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	5	6.5	6.6	6.6
	First-time freshman (an undergraduate student attending coll	6	7.8	7.9	14.5
	First-time graduate (a graduate student enrolled in a gradua	21	27.3	27.6	42.1
	Undergraduate transfer student (an undergraduate student who	43	55.8	56.6	98.7
	Graduate transfer student (a graduate student who transferre	1	1.3	1.3	100.0
	Total	76	98.7	100.0	
Missing	System	1	1.3		
Total		77	100.0		

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	3	3.9	4.0	4.0
	Business	27	35.1	36.0	40.0
	Education	33	42.9	44.0	84.0
	Health and Human Services	12	15.6	16.0	100.0
	Total	75	97.4	100.0	
Missing	System	2	2.6		
Total		77	100.0		

What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	5	6.5	45.5	45.5
	Computer Science	2	2.6	18.2	63.6
	Social Science	3	3.9	27.3	90.9
	Social Science Education	1	1.3	9.1	100.0
	Total	11	14.3	100.0	
Missing	System	66	85.7		
Total		77	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Accounting	4	5.2	16.0	16.0
	Management	8	10.4	32.0	48.0
	Human Resource Management	4	5.2	16.0	64.0
	Information System	2	2.6	8.0	72.0
	General Business	3	3.9	12.0	84.0
	Master of Business Administration	4	5.2	16.0	100.0
	Total	25	32.5	100.0	
Missing	System	52	67.5		
Total		77	100.0		

College of Communication and Fine Arts

		Frequency	Percent
Missing	System	77	100.0

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	2.6	5.6	5.6
	Early Childhood Education	3	3.9	8.3	13.9
	Elementary Education	20	26.0	55.6	69.4
	Education Administration and Leadership	1	1.3	2.8	72.2
	School Counseling	3	3.9	8.3	80.6
	Rehabilitation Counseling	1	1.3	2.8	83.3
	Clinical Mental Counseling	1	1.3	2.8	86.1
	Community Counseling	1	1.3	2.8	88.9
	Psychology	4	5.2	11.1	100.0
	Total	36	46.8	100.0	
Missing	System	41	53.2		
Total		77	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Human Services	1	1.3	9.1	9.1
	Nursing	9	11.7	81.8	90.9
	Social Work	1	1.3	9.1	100.0
	Total	11	14.3	100.0	
Missing	System	66	85.7		
Total		77	100.0		

Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	43	55.8	55.8	55.8
	No	34	44.2	44.2	100.0
	Total	77	100.0	100.0	

When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	63	81.8	82.9	82.9
	Second choice	13	16.9	17.1	100.0
	Total	76	98.7	100.0	
Missing	System	1	1.3		
Total		77	100.0		

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	11	14.3	14.3	14.3
	Alumni	17	22.1	22.1	36.4
	Billboard	2	2.6	2.6	39.0
	Guidance Counselor	3	3.9	3.9	42.9
	Internet	4	5.2	5.2	48.1
	Newspaper	1	1.3	1.3	49.4
	Radio	2	2.6	2.6	51.9
	Television	5	6.5	6.5	58.4
	Word of mouth	32	41.6	41.6	100.0
	Total	77	100.0	100.0	

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	16	20.8	20.8	20.8
	Billboard	1	1.3	1.3	22.1
	Direct Mail	12	15.6	15.6	37.7
	Internet	27	35.1	35.1	72.7
	Newspaper	2	2.6	2.6	75.3

Television	3	3.9	3.9	79.2
Word of mouth	16	20.8	20.8	100.0
Total	77	100.0	100.0	

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	2.6	2.6	2.6
	Billboard	2	2.6	2.6	5.3
	Direct Mail	7	9.1	9.2	14.5
	Internet	19	24.7	25.0	39.5
	Newspaper	2	2.6	2.6	42.1
	Radio	2	2.6	2.6	44.7
	Television	7	9.1	9.2	53.9
	Word of mouth	35	45.5	46.1	100.0
	Total	76	98.7	100.0	
Missing	System	1	1.3		
Total		77	100.0		

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	41	53.2	53.2	53.2
	Yes	36	46.8	46.8	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	74	96.1	96.1	96.1
	Yes	3	3.9	3.9	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Rankings in national magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	77	100.0	100.0	100.0

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Graduates get good jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	66	85.7	85.7	85.7
	Yes	11	14.3	14.3	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	57	74.0	74.0	74.0
	Yes	20	26.0	26.0	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	24	31.2	31.2	31.2
	Yes	53	68.8	68.8	100.0

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	24	31.2	31.2	31.2
	Yes	53	68.8	68.8	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	42	54.5	54.5	54.5
	Yes	35	45.5	45.5	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	49	63.6	63.6	63.6
	Yes	28	36.4	36.4	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	66	85.7	85.7	85.7
	Yes	11	14.3	14.3	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	55	71.4	71.4	71.4
	Yes	22	28.6	28.6	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	25	32.5	32.5	32.5
	Yes	52	67.5	67.5	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	73	94.8	94.8	94.8
	Yes	4	5.2	5.2	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	67	87.0	87.0	87.0
	Yes	10	13.0	13.0	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	77	100.0	100.0	100.0

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	77	100.0	100.0	100.0

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	77	100.0	100.0	100.0

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	75	97.4	97.4	97.4
	Yes	2	2.6	2.6	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	74	96.1	96.1	96.1
	Yes	3	3.9	3.9	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	48	62.3	62.3	62.3
	Yes	29	37.7	37.7	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	66	85.7	85.7	85.7
	Yes	11	14.3	14.3	100.0
	Total	77	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	69	89.6	89.6	89.6
	Yes	8	10.4	10.4	100.0
	Total	77	100.0	100.0	

Appendix 24. Troy University Fall 2008 New Student Survey Responses - Troy

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	89	31.8	31.8	31.8
	Female	191	68.2	68.2	100.0
	Total	280	100.0	100.0	

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nonresident Alien	9	3.2	3.2	3.2
	Black, non-Hispanic	65	23.2	23.2	26.4
	American Indian/Alaska Native	2	.7	.7	27.1
	Asian/Pacific Islander	20	7.1	7.1	34.3
	Hispanic	6	2.1	2.1	36.4
	White, non-Hispanic	176	62.9	62.9	99.3
	Race/ethnicity unknown	2	.7	.7	100.0
	Total	280	100.0	100.0	

Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	176	62.9	63.3	63.3
	20-21	29	10.4	10.4	73.7
	21-24	26	9.3	9.4	83.1
	25-29	14	5.0	5.0	88.1
	30-34	8	2.9	2.9	91.0
	35-39	10	3.6	3.6	94.6

		Frequency	Percent	Valid Percent	Cumulative Percent
	40-49	11	3.9	4.0	98.6
	50-64	4	1.4	1.4	100.0
	Total	278	99.3	100.0	
Missing	System	2	.7		
Total		280	100.0		

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	7	2.5	2.5	2.5
	First-time freshman (an undergraduate student attending coll	169	60.4	60.6	63.1
	First-time graduate (a graduate student enrolled in a gradua	33	11.8	11.8	74.9
	Undergraduate transfer student (an undergraduate student who	59	21.1	21.1	96.1
	Graduate transfer student (a graduate student who transferre	7	2.5	2.5	98.6
	Undergraduate transient student (an undergraduate student at	3	1.1	1.1	99.6
	Graduate transient student (a graduate student attending TRO	1	.4	.4	100.0
	Total	279	99.6	100.0	
Missing	System	1	.4		
Total		280	100.0		

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	52	18.6	19.0	19.0
	Business	65	23.2	23.8	42.9
	Education	59	21.1	21.6	64.5

		Frequency	Percent	Valid Percent	Cumulative Percent
	Communication and Fine Arts	39	13.9	14.3	78.8
	Health and Human Services	58	20.7	21.2	100.0
	Total	273	97.5	100.0	
Missing	System	7	2.5		
Total		280	100.0		

What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	15	5.4	19.7	19.7
	Applied Computer Science	1	.4	1.3	21.1
	Computer Science	3	1.1	3.9	25.0
	Biology	16	5.7	21.1	46.1
	Biology Education	1	.4	1.3	47.4
	Chemistry	1	.4	1.3	48.7
	Criminal Justice	9	3.2	11.8	60.5
	English Language Arts Education	1	.4	1.3	61.8
	Environmental and Biological Science	1	.4	1.3	63.2
	Environmental Science	1	.4	1.3	64.5
	General Education	1	.4	1.3	65.8
	Geomatics	2	.7	2.6	68.4
	History	1	.4	1.3	69.7
	History Education	1	.4	1.3	71.1
	International Relations	3	1.1	3.9	75.0
	Mathematics	1	.4	1.3	76.3
	Mathematics Education	1	.4	1.3	77.6
	Political Science	7	2.5	9.2	86.8
	Public Administration	3	1.1	3.9	90.8
	Social Science	2	.7	2.6	93.4

		Frequency	Percent	Valid Percent	Cumulative Percent
	Social Science Education	2	.7	2.6	96.1
	Sociology	3	1.1	3.9	100.0
	Total	76	27.1	100.0	
Missing	System	204	72.9		
Total		280	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	3	1.1	5.0	5.0
	Accounting	15	5.4	25.0	30.0
	Finance	5	1.8	8.3	38.3
	Marketing	4	1.4	6.7	45.0
	Management	6	2.1	10.0	55.0
	Human Resource Management	5	1.8	8.3	63.3
	Information System	4	1.4	6.7	70.0
	International Economic Development	1	.4	1.7	71.7
	General Business	8	2.9	13.3	85.0
	International Business	1	.4	1.7	86.7
	Small Business and Entrepreneurship	1	.4	1.7	88.3
	Risk Management and Insurance	1	.4	1.7	90.0
	Master of Business Administration	5	1.8	8.3	98.3
	Executive Master of Business Administration	1	.4	1.7	100.0
	Total	60	21.4	100.0	
Missing	System	220	78.6		
Total		280	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.4	2.3	2.3
	Art	2	.7	4.5	6.8
	Communication Arts - Dramatic Arts	2	.7	4.5	11.4
	Communication Arts - Speech Communication	1	.4	2.3	13.6
	Communication Arts - Communication Studies	1	.4	2.3	15.9
	Design, Technology, and Industry	7	2.5	15.9	31.8
	Journalism	3	1.1	6.8	38.6
	Broadcast Journalism	14	5.0	31.8	70.5
	Music	1	.4	2.3	72.7
	Music Education	11	3.9	25.0	97.7
	Foreign Language	1	.4	2.3	100.0
	Total	44	15.7	100.0	
Missing	System	236	84.3		
Total		280	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	6	2.1	9.4	9.4
	Early Childhood Education	2	.7	3.1	12.5
	Elementary Education	17	6.1	26.6	39.1
	Secondary Education	15	5.4	23.4	62.5
	Post-Secondary Education	6	2.1	9.4	71.9
	Collaborative Teacher K – 6	4	1.4	6.3	78.1
	Educational Administration	1	.4	1.6	79.7
	Social Services Counseling	1	.4	1.6	81.3

		Frequency	Percent	Valid Percent	Cumulative Percent
	Clinical Mental Counseling	1	.4	1.6	82.8
	Student Services Counseling	1	.4	1.6	84.4
	Psychology	10	3.6	15.6	100.0
	Total	64	22.9	100.0	
Missing	System	216	77.1		
Total		280	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	4	1.4	7.4	7.4
	Athletic Training	10	3.6	18.5	25.9
	Human Services	3	1.1	5.6	31.5
	Rehabilitation	1	.4	1.9	33.3
	Physical Education	1	.4	1.9	35.2
	Nursing	23	8.2	42.6	77.8
	Social Work	4	1.4	7.4	85.2
	Sport and Fitness Management	8	2.9	14.8	100.0
	Total	54	19.3	100.0	
Missing	System	226	80.7		
Total		280	100.0		

Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	195	69.6	70.7	70.7
	No	81	28.9	29.3	100.0
	Total	276	98.6	100.0	
Missing	System	4	1.4		
Total		280	100.0		

When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	189	67.5	68.2	68.2
	Second choice	70	25.0	25.3	93.5
	Third choice	11	3.9	4.0	97.5
	Fourth choice	7	2.5	2.5	100.0
	Total	277	98.9	100.0	
Missing	System	3	1.1		
Total		280	100.0		

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	56	20.0	20.3	20.3
	Alumni	56	20.0	20.3	40.6
	Billboard	1	.4	.4	40.9
	Direct Mail	8	2.9	2.9	43.8
	Guidance Counselor	23	8.2	8.3	52.2
	Internet	19	6.8	6.9	59.1
	Newspaper	1	.4	.4	59.4
	Television	7	2.5	2.5	62.0
	Word of mouth	105	37.5	38.0	100.0
	Total	276	98.6	100.0	
Missing	System	4	1.4		
Total		280	100.0		

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	26	9.3	9.5	9.5

		Frequency	Percent	Valid Percent	Cumulative Percent
	Billboard	2	.7	.7	10.3
	Direct Mail	82	29.3	30.0	40.3
	Internet	133	47.5	48.7	89.0
	Word of mouth	30	10.7	11.0	100.0
	Total	273	97.5	100.0	
Missing	System	7	2.5		
Total		280	100.0		

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	2	.7	.7	.7
	Billboard	3	1.1	1.1	1.8
	Direct Mail	54	19.3	19.4	21.1
	Internet	73	26.1	26.2	47.3
	Newspaper	1	.4	.4	47.7
	Radio	3	1.1	1.1	48.7
	Television	20	7.1	7.2	55.9
	Word of mouth	123	43.9	44.1	100.0
	Total	279	99.6	100.0	
Missing	System	1	.4		
Total		280	100.0		

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	137	48.9	48.9	48.9
	Yes	143	51.1	51.1	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	216	77.1	77.1	77.1
	Yes	64	22.9	22.9	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Rankings in national magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	262	93.6	93.6	93.6
	Yes	18	6.4	6.4	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Graduates get good jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	218	77.9	77.9	77.9
	Yes	62	22.1	22.1	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	122	43.6	43.6	43.6
	Yes	158	56.4	56.4	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	81	28.9	28.9	28.9
	Yes	199	71.1	71.1	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	112	40.0	40.0	40.0
	Yes	168	60.0	60.0	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	180	64.3	64.3	64.3
	Yes	100	35.7	35.7	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	213	76.1	76.1	76.1
	Yes	67	23.9	23.9	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	170	60.7	60.7	60.7
	Yes	110	39.3	39.3	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	195	69.6	69.6	69.6
	Yes	85	30.4	30.4	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	193	68.9	68.9	68.9
	Yes	87	31.1	31.1	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	212	75.7	75.7	75.7
	Yes	68	24.3	24.3	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	230	82.1	82.1	82.1
	Yes	50	17.9	17.9	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	239	85.4	85.4	85.4
	Yes	41	14.6	14.6	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	239	85.4	85.4	85.4
	Yes	41	14.6	14.6	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	272	97.1	97.1	97.1
	Yes	8	2.9	2.9	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	211	75.4	75.4	75.4
	Yes	69	24.6	24.6	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	186	66.4	66.4	66.4
	Yes	94	33.6	33.6	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	226	80.7	80.7	80.7
	Yes	54	19.3	19.3	100.0
	Total	280	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	257	91.8	91.8	91.8
	Yes	23	8.2	8.2	100.0
	Total	280	100.0	100.0	

Appendix 25. Troy University Fall 2008 New Student Survey Responses - eCampus

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	223	31.1	31.1	31.1
	Female	494	68.9	68.9	100.0
	Total	717	100.0	100.0	

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nonresident Alien	2	.3	.3	.3
	Black, non-Hispanic	302	42.1	42.6	42.9
	American Indian/Alaska Native	3	.4	.4	43.3
	Asian/Pacific Islander	8	1.1	1.1	44.4
	Hispanic	27	3.8	3.8	48.2
	White, non-Hispanic	361	50.3	50.9	99.2
	Race/ethnicity unknown	6	.8	.8	100.0
	Total	709	98.9	100.0	
Missing	System	8	1.1		
Total		717	100.0		

Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	4	.6	.6	.6
	20-21	16	2.2	2.3	2.8
	21-24	88	12.3	12.4	15.2
	25-29	197	27.5	27.7	42.9
	30-34	141	19.7	19.8	62.7

		Frequency	Percent	Valid Percent	Cumulative Percent
	35-39	107	14.9	15.0	77.8
	40-49	129	18.0	18.1	95.9
	50-64	27	3.8	3.8	99.7
	65 or over	2	.3	.3	100.0
	Total	711	99.2	100.0	
Missing	System	6	.8		
Total		717	100.0		

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	43	6.0	6.0	6.0
	Dually-enrolled high school student	1	.1	.1	6.2
	First-time freshman (an undergraduate student attending coll	135	18.8	18.9	25.0
	First-time graduate (a graduate student enrolled in a gradua	139	19.4	19.4	44.5
	Undergraduate transfer student (an undergraduate student who	333	46.4	46.6	91.0
	Graduate transfer student (a graduate student who transferre	36	5.0	5.0	96.1
	Undergraduate transient student (an undergraduate student at	22	3.1	3.1	99.2
	Graduate transient student (a graduate student attending TRO	6	.8	.8	100.0
	Total	715	99.7	100.0	
Missing	System	2	.3		
Total		717	100.0		

College you are attending:

96

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	278	38.8	40.2	40.2
	Business	285	39.7	41.2	81.5
	Education	73	10.2	10.6	92.0
	Communication and Fine Arts	7	1.0	1.0	93.1
	Health and Human Services	48	6.7	6.9	100.0
	Total	691	96.4	100.0	
Missing	System	26	3.6		
Total		717	100.0		

What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	64	8.9	18.3	18.3
	Applied Computer Science	25	3.5	7.1	25.4
	Computer Science	14	2.0	4.0	29.4
	Biology	1	.1	.3	29.7
	Biology Education	1	.1	.3	30.0
	Comprehensive General Science	1	.1	.3	30.3
	Criminal Justice	103	14.4	29.4	59.7
	General Education	16	2.2	4.6	64.3
	History	6	.8	1.7	66.0
	History Education	2	.3	.6	66.6
	International Relations	21	2.9	6.0	72.6
	Political Science	15	2.1	4.3	76.9
	Public Administration	43	6.0	12.3	89.1
	Social Science	31	4.3	8.9	98.0
	Social Science Education	4	.6	1.1	99.1
	Sociology	3	.4	.9	100.0
	Total	350	48.8	100.0	

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	System	367	51.2		
Total		717	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	10	1.4	3.9	3.9
	Associate of Science in Business	22	3.1	8.5	12.4
	Accounting	9	1.3	3.5	15.8
	Finance	3	.4	1.2	17.0
	Management	72	10.0	27.8	44.8
	Human Resource Management	69	9.6	26.6	71.4
	Information System	4	.6	1.5	73.0
	General Business	30	4.2	11.6	84.6
	International Business	1	.1	.4	84.9
	Small Business and Entrepreneurship	2	.3	.8	85.7
	Technology and Resource Management	15	2.1	5.8	91.5
	Production & Operation Management	1	.1	.4	91.9
	Master of Business Administration	20	2.8	7.7	99.6
	Executive Master of Business Administration	1	.1	.4	100.0
	Total	259	36.1	100.0	
Missing	System	458	63.9		
Total		717	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Other	3	.4	50.0	50.0
	Art Education	1	.1	16.7	66.7
	Music	1	.1	16.7	83.3
	Foreign Language	1	.1	16.7	100.0
	Total	6	.8	100.0	
Missing	System	711	99.2		
Total		717	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	5	.7	6.1	6.1
	Early Childhood Education	2	.3	2.4	8.5
	Elementary Education	3	.4	3.7	12.2
	Secondary Education	2	.3	2.4	14.6
	Post-Secondary Education	11	1.5	13.4	28.0
	Collaborative Teacher K – 6	1	.1	1.2	29.3
	Collaborative Teacher 6 – 12	1	.1	1.2	30.5
	Adult Education	2	.3	2.4	32.9
	Education Administration and Leadership	1	.1	1.2	34.1
	School Counseling	1	.1	1.2	35.4
	Clinical Mental Counseling	1	.1	1.2	36.6
	Community Counseling	1	.1	1.2	37.8
	Correction Counseling	1	.1	1.2	39.0
	Psychology	50	7.0	61.0	100.0
	Total	82	11.4	100.0	
Missing	System	635	88.6		
Total		717	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	4	.6	10.8	10.8
	Human Services	4	.6	10.8	21.6
	Health and Physical Education	2	.3	5.4	27.0
	Nursing	11	1.5	29.7	56.8
	Social Work	6	.8	16.2	73.0
	Sport and Fitness Management	10	1.4	27.0	100.0
	Total	37	5.2	100.0	
Missing	System	680	94.8		
Total		717	100.0		

Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	141	19.7	19.8	19.8
	No	570	79.5	80.2	100.0
	Total	711	99.2	100.0	
Missing	System	6	.8		
Total		717	100.0		

When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	545	76.0	76.5	76.5
	Second choice	133	18.5	18.7	95.2
	Third choice	23	3.2	3.2	98.5
	Fourth choice	11	1.5	1.5	100.0
	Total	712	99.3	100.0	
Missing	System	5	.7		
Total		717	100.0		

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	95	13.2	13.5	13.5
	Alumni	107	14.9	15.2	28.7
	Billboard	20	2.8	2.8	31.5
	Direct Mail	1	.1	.1	31.6
	Guidance Counselor	29	4.0	4.1	35.7
	Internet	111	15.5	15.7	51.5
	Newspaper	2	.3	.3	51.8
	Radio	5	.7	.7	52.5
	Television	18	2.5	2.6	55.0
	Word of mouth	317	44.2	45.0	100.0
	Total	705	98.3	100.0	
Missing	System	12	1.7		
Total		717	100.0		

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	72	10.0	10.3	10.3
	Billboard	12	1.7	1.7	12.0
	Direct Mail	20	2.8	2.9	14.9
	Internet	495	69.0	70.8	85.7
	Newspaper	5	.7	.7	86.4
	Radio	2	.3	.3	86.7
	Television	6	.8	.9	87.6
	Word of mouth	87	12.1	12.4	100.0
	Total	699	97.5	100.0	
Missing	System	18	2.5		

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	72	10.0	10.3	10.3
	Billboard	12	1.7	1.7	12.0
	Direct Mail	20	2.8	2.9	14.9
	Internet	495	69.0	70.8	85.7
	Newspaper	5	.7	.7	86.4
	Radio	2	.3	.3	86.7
	Television	6	.8	.9	87.6
	Word of mouth	87	12.1	12.4	100.0
	Total	699	97.5	100.0	
Missing	System	18	2.5		
Total		717	100.0		

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	8	1.1	1.1	1.1
	Billboard	12	1.7	1.7	2.9
	Direct Mail	29	4.0	4.1	7.0
	Internet	228	31.8	32.6	39.6
	Newspaper	6	.8	.9	40.4
	Radio	23	3.2	3.3	43.7
	Television	47	6.6	6.7	50.4
	Word of mouth	347	48.4	49.6	100.0
	Total	700	97.6	100.0	
Missing	System	17	2.4		
Total		717	100.0		

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	354	49.4	49.4	49.4
	Yes	363	50.6	50.6	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	684	95.4	95.4	95.4
	Yes	33	4.6	4.6	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Rankings in national magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	662	92.3	92.3	92.3
	Yes	55	7.7	7.7	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Graduates get good jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	633	88.3	88.3	88.3
	Yes	84	11.7	11.7	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	694	96.8	96.8	96.8
	Yes	23	3.2	3.2	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	503	70.2	70.2	70.2
	Yes	214	29.8	29.8	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	364	50.8	50.8	50.8
	Yes	353	49.2	49.2	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	534	74.5	74.5	74.5
	Yes	183	25.5	25.5	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	587	81.9	81.9	81.9
	Yes	130	18.1	18.1	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	442	61.6	61.6	61.6
	Yes	275	38.4	38.4	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	226	31.5	31.5	31.5
	Yes	491	68.5	68.5	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	703	98.0	98.0	98.0
	Yes	14	2.0	2.0	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	671	93.6	93.6	93.6
	Yes	46	6.4	6.4	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	708	98.7	98.7	98.7
	Yes	9	1.3	1.3	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	714	99.6	99.6	99.6
	Yes	3	.4	.4	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	716	99.9	99.9	99.9
	Yes	1	.1	.1	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	691	96.4	96.4	96.4
	Yes	26	3.6	3.6	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	693	96.7	96.7	96.7
	Yes	24	3.3	3.3	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	480	66.9	66.9	66.9
	Yes	237	33.1	33.1	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	632	88.1	88.1	88.1
	Yes	85	11.9	11.9	100.0
	Total	717	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	631	88.0	88.0	88.0
	Yes	86	12.0	12.0	100.0
	Total	717	100.0	100.0	

Appendix 26. Troy University Fall 2008 New Student Survey Responses - Global Campus

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	67	32.7	32.8	32.8
	Female	137	66.8	67.2	100.0
	Total	204	99.5	100.0	
Missing	System	1	.5		
Total		205	100.0		

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black, non-Hispanic	87	42.4	42.6	42.6
	American Indian/Alaska Native	1	.5	.5	43.1
	Asian/Pacific Islander	5	2.4	2.5	45.6
	Hispanic	10	4.9	4.9	50.5
	White, non-Hispanic	96	46.8	47.1	97.5
	Race/ethnicity unknown	5	2.4	2.5	100.0
	Total	204	99.5	100.0	
Missing	System	1	.5		
Total		205	100.0		

Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	2	1.0	1.0	1.0
	20-21	3	1.5	1.5	2.5
	21-24	22	10.7	10.8	13.2
	25-29	37	18.0	18.1	31.4

		Frequency	Percent	Valid Percent	Cumulative Percent
	30-34	39	19.0	19.1	50.5
	35-39	35	17.1	17.2	67.6
	40-49	41	20.0	20.1	87.7
	50-64	25	12.2	12.3	100.0
	Total	204	99.5	100.0	
Missing	System	1	.5		
Total		205	100.0		

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	12	5.9	5.9	5.9
	First-time freshman (an undergraduate student attending coll	14	6.8	6.9	12.8
	First-time graduate (a graduate student enrolled in a gradua	119	58.0	58.6	71.4
	Undergraduate transfer student (an undergraduate student who	40	19.5	19.7	91.1
	Graduate transfer student (a graduate student who transferre	11	5.4	5.4	96.6
	Undergraduate transient student (an undergraduate student at	2	1.0	1.0	97.5
	Graduate transient student (a graduate student attending TRO	5	2.4	2.5	100.0
	Total	203	99.0	100.0	
Missing	System	2	1.0		
Total		205	100.0		

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	67	32.7	33.5	33.5

		Frequency	Percent	Valid Percent	Cumulative Percent
	Business	70	34.1	35.0	68.5
	Education	47	22.9	23.5	92.0
	Health and Human Services	16	7.8	8.0	100.0
	Total	200	97.6	100.0	
Missing	System	5	2.4		
Total		205	100.0		

What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	17	8.3	18.7	18.7
	Applied Computer Science	3	1.5	3.3	22.0
	Computer Science	3	1.5	3.3	25.3
	Biology	1	.5	1.1	26.4
	Comprehensive General Science Education	1	.5	1.1	27.5
	Criminal Justice	18	8.8	19.8	47.3
	English	1	.5	1.1	48.4
	General Education	1	.5	1.1	49.5
	History	1	.5	1.1	50.5
	History Education	1	.5	1.1	51.6
	International Relations	10	4.9	11.0	62.6
	Public Administration	26	12.7	28.6	91.2
	Social Science	5	2.4	5.5	96.7
	Social Science Education	1	.5	1.1	97.8
	Sociology	2	1.0	2.2	100.0
	Total	91	44.4	100.0	
Missing	System	114	55.6		
Total		205	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	5	2.4	7.7	7.7
	Associate of Science in Business	1	.5	1.5	9.2
	Accounting	2	1.0	3.1	12.3
	Management	19	9.3	29.2	41.5
	Human Resource Management	15	7.3	23.1	64.6
	Information System	2	1.0	3.1	67.7
	General Business	8	3.9	12.3	80.0
	Technology and Resource Management	2	1.0	3.1	83.1
	Master of Business Administration	11	5.4	16.9	100.0
	Total	65	31.7	100.0	
Missing	System	140	68.3		
Total		205	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	.5	50.0	50.0
	Art	1	.5	50.0	100.0
	Total	2	1.0	100.0	
Missing	System	203	99.0		
Total		205	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	4	2.0	7.4	7.4
	Early Childhood Education	1	.5	1.9	9.3

		Frequency	Percent	Valid Percent	Cumulative Percent
	Elementary Education	1	.5	1.9	11.1
	Secondary Education	4	2.0	7.4	18.5
	Post-Secondary Education	14	6.8	25.9	44.4
	Adult Education	4	2.0	7.4	51.9
	Educational Administration	2	1.0	3.7	55.6
	Education Administration and Leadership	1	.5	1.9	57.4
	School Counseling	1	.5	1.9	59.3
	Social Services Counseling	3	1.5	5.6	64.8
	Clinical Mental Counseling	6	2.9	11.1	75.9
	Community Counseling	1	.5	1.9	77.8
	Student Services Counseling	1	.5	1.9	79.6
	Psychology	11	5.4	20.4	100.0
	Total	54	26.3	100.0	
Missing	System	151	73.7		
Total		205	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	3	1.5	27.3	27.3
	Human Services	2	1.0	18.2	45.5
	Health and Physical Education	1	.5	9.1	54.5
	Social Work	2	1.0	18.2	72.7
	Sport and Fitness Management	3	1.5	27.3	100.0
	Total	11	5.4	100.0	
Missing	System	194	94.6		
Total		205	100.0		

Prior to enrollment in Troy University, did you visit the campus where you enrolled?

113

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	89	43.4	43.8	43.8
	No	114	55.6	56.2	100.0
	Total	203	99.0	100.0	
Missing	System	2	1.0		
Total		205	100.0		

When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	138	67.3	68.0	68.0
	Second choice	50	24.4	24.6	92.6
	Third choice	12	5.9	5.9	98.5
	Fourth choice	3	1.5	1.5	100.0
	Total	203	99.0	100.0	
Missing	System	2	1.0		
Total		205	100.0		

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	40	19.5	19.8	19.8
	Alumni	35	17.1	17.3	37.1
	Billboard	6	2.9	3.0	40.1
	Direct Mail	1	.5	.5	40.6
	Guidance Counselor	3	1.5	1.5	42.1
	Internet	11	5.4	5.4	47.5
	Newspaper	5	2.4	2.5	50.0
	Radio	2	1.0	1.0	51.0
	Television	5	2.4	2.5	53.5
	Word of mouth	94	45.9	46.5	100.0

114

		Frequency	Percent	Valid Percent	Cumulative Percent
	Total	202	98.5	100.0	
Missing	System	3	1.5		
Total		205	100.0		

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	54	26.3	27.6	27.6
	Billboard	2	1.0	1.0	28.6
	Direct Mail	5	2.4	2.6	31.1
	Internet	86	42.0	43.9	75.0
	Newspaper	4	2.0	2.0	77.0
	Radio	1	.5	.5	77.6
	Television	1	.5	.5	78.1
	Word of mouth	43	21.0	21.9	100.0
	Total	196	95.6	100.0	
Missing	System	9	4.4		
Total		205	100.0		

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	4	2.0	2.0	2.0
	Billboard	5	2.4	2.5	4.6
	Direct Mail	8	3.9	4.1	8.6
	Internet	42	20.5	21.3	29.9
	Newspaper	6	2.9	3.0	33.0
	Radio	10	4.9	5.1	38.1
	Television	11	5.4	5.6	43.7
	Word of mouth	111	54.1	56.3	100.0
	Total	197	96.1	100.0	

		Frequency	Percent	Valid Percent	Cumulative Percent
Missing	System	8	3.9		
Total		205	100.0		

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	132	64.4	64.4	64.4
	Yes	73	35.6	35.6	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	203	99.0	99.0	99.0
	Yes	2	1.0	1.0	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Rankings in national magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	195	95.1	95.1	95.1
	Yes	10	4.9	4.9	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Graduates get good jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	186	90.7	90.7	90.7

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	19	9.3	9.3	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	172	83.9	83.9	83.9
	Yes	33	16.1	16.1	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	50	24.4	24.4	24.4
	Yes	155	75.6	75.6	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	96	46.8	46.8	46.8
	Yes	109	53.2	53.2	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	153	74.6	74.6	74.6

Yes	52	25.4	25.4	100.0
Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	146	71.2	71.2	71.2
	Yes	59	28.8	28.8	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	116	56.6	56.6	56.6
	Yes	89	43.4	43.4	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	77	37.6	37.6	37.6
	Yes	128	62.4	62.4	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	192	93.7	93.7	93.7

		Frequency	Percent	Valid Percent	Cumulative Percent
	Yes	13	6.3	6.3	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	186	90.7	90.7	90.7
	Yes	19	9.3	9.3	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	202	98.5	98.5	98.5
	Yes	3	1.5	1.5	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	205	100.0	100.0	100.0

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	204	99.5	99.5	99.5
	Yes	1	.5	.5	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	201	98.0	98.0	98.0
	Yes	4	2.0	2.0	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	202	98.5	98.5	98.5
	Yes	3	1.5	1.5	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	138	67.3	67.3	67.3
	Yes	67	32.7	32.7	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	173	84.4	84.4	84.4
	Yes	32	15.6	15.6	100.0
	Total	205	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	182	88.8	88.8	88.8
	Yes	23	11.2	11.2	100.0
	Total	205	100.0	100.0	

Appendix 27. Troy University Fall 2008 New Student Survey Responses - All Campuses

Gender:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	442	28.6	28.6	28.6
	Female	1103	71.3	71.4	100.0
	Total	1545	99.9	100.0	
Missing	System	2	.1		
Total		1547	100.0		

Ethnicity:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nonresident Alien	11	.7	.7	.7
	Black, non-Hispanic	614	39.7	40.1	40.8
	American Indian/Alaska Native	6	.4	.4	41.2
	Asian/Pacific Islander	37	2.4	2.4	43.6
	Hispanic	46	3.0	3.0	46.6
	White, non-Hispanic	799	51.6	52.2	98.8
	Race/ethnicity unknown	19	1.2	1.2	100.0
	Total	1532	99.0	100.0	
Missing	System	15	1.0		
Total		1547	100.0		

Age:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-19	205	13.3	13.4	13.4
	20-21	78	5.0	5.1	18.5
	21-24	184	11.9	12.0	30.5

		Frequency	Percent	Valid Percent	Cumulative Percent
	25-29	321	20.7	20.9	51.4
	30-34	248	16.0	16.2	67.6
	35-39	180	11.6	11.7	79.3
	40-49	235	15.2	15.3	94.7
	50-64	80	5.2	5.2	99.9
	65 or over	2	.1	.1	100.0
	Total	1533	99.1	100.0	
Missing	System	14	.9		
Total		1547	100.0		

Enrollment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	78	5.0	5.1	5.1
	Dually-enrolled high school student	1	.1	.1	5.1
	First-time freshman (an undergraduate student attending coll	410	26.5	26.7	31.8
	First-time graduate (a graduate student enrolled in a gradua	363	23.5	23.6	55.5
	Undergraduate transfer student (an undergraduate student who	572	37.0	37.2	92.7
	Graduate transfer student (a graduate student who transferre	65	4.2	4.2	96.9
	Undergraduate transient student (an undergraduate student at	32	2.1	2.1	99.0
	Graduate transient student (a graduate student attending TRO	15	1.0	1.0	100.0
	Total	1536	99.3	100.0	
Missing	System	11	.7		
Total		1547	100.0		

College you are attending:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Arts & Sciences	452	29.2	30.2	30.2
	Business	546	35.3	36.5	66.7
	Education	281	18.2	18.8	85.5
	Communication and Fine Arts	47	3.0	3.1	88.6
	Health and Human Services	170	11.0	11.4	100.0
	Total	1496	96.7	100.0	
Missing	System	51	3.3		
Total		1547	100.0		

What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	131	8.5	21.2	21.2
	Applied Computer Science	33	2.1	5.3	26.5
	Computer Science	29	1.9	4.7	31.2
	Biology	24	1.6	3.9	35.1
	Biology Education	3	.2	.5	35.6
	Chemistry	1	.1	.2	35.8
	Comprehensive General Science	1	.1	.2	35.9
	Comprehensive General Science Education	1	.1	.2	36.1
	Criminal Justice	137	8.9	22.2	58.3
	English	5	.3	.8	59.1
	English Language Arts Education	6	.4	1.0	60.0
	Environmental and Biological Science	2	.1	.3	60.4
	Environmental Science	1	.1	.2	60.5
	General Education	22	1.4	3.6	64.1

		Frequency	Percent	Valid Percent	Cumulative Percent
	Geomatics	2	.1	.3	64.4
	History	8	.5	1.3	65.7
	History Education	5	.3	.8	66.5
	International Relations	36	2.3	5.8	72.3
	Mathematics	3	.2	.5	72.8
	Mathematics Education	4	.3	.6	73.5
	Political Science	23	1.5	3.7	77.2
	Public Administration	74	4.8	12.0	89.2
	Social Science	46	3.0	7.4	96.6
	Social Science Education	10	.6	1.6	98.2
	Sociology	11	.7	1.8	100.0
	Total	618	39.9	100.0	
Missing	System	929	60.1		
Total		1547	100.0		

Sorrell College of Business

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	19	1.2	3.8	3.8
	Associate of Science in Business	25	1.6	5.0	8.8
	Accounting	49	3.2	9.8	18.6
	Finance	16	1.0	3.2	21.8
	Marketing	6	.4	1.2	23.0
	Management	123	8.0	24.6	47.5
	Human Resource Management	110	7.1	22.0	69.5
	Information System	14	.9	2.8	72.3
	International Economic Development	1	.1	.2	72.5
	General Business	63	4.1	12.6	85.0
	International Business	3	.2	.6	85.6

	Small Business and Entrepreneurship	3	.2	.6	86.2
	Risk Management and Insurance	1	.1	.2	86.4
	Technology and Resource Management	18	1.2	3.6	90.0
	Production & Operation Management	1	.1	.2	90.2
	Master of Business Administration	47	3.0	9.4	99.6
	Executive Master of Business Administration	2	.1	.4	100.0
	Total	501	32.4	100.0	
Missing	System	1046	67.6		
Total		1547	100.0		

College of Communication and Fine Arts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	6	.4	11.1	11.1
	Art	3	.2	5.6	16.7
	Art Education	1	.1	1.9	18.5
	Communication Arts - Dramatic Arts	2	.1	3.7	22.2
	Communication Arts - Speech Communication	1	.1	1.9	24.1
	Communication Arts - Communication Studies	1	.1	1.9	25.9
	Design, Technology, and Industry	7	.5	13.0	38.9
	Journalism	4	.3	7.4	46.3
	Broadcast Journalism	14	.9	25.9	72.2
	Music	2	.1	3.7	75.9
	Music Education	11	.7	20.4	96.3
	Foreign Language	2	.1	3.7	100.0

		Frequency	Percent	Valid Percent	Cumulative Percent
	Total	54	3.5	100.0	
Missing	System	1493	96.5		
Total		1547	100.0		

College of Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	17	1.1	5.6	5.6
	Early Childhood Education	10	.6	3.3	8.9
	Elementary Education	56	3.6	18.4	27.2
	Secondary Education	34	2.2	11.1	38.4
	Post-Secondary Education	35	2.3	11.5	49.8
	Reading Specialist Education	1	.1	.3	50.2
	Collaborative Teacher K – 6	5	.3	1.6	51.8
	Collaborative Teacher 6 – 12	4	.3	1.3	53.1
	Adult Education	6	.4	2.0	55.1
	Educational Administration	3	.2	1.0	56.1
	Education Administration and Leadership	4	.3	1.3	57.4
	School Counseling	6	.4	2.0	59.3
	School Psychometry	1	.1	.3	59.7
	Rehabilitation Counseling	4	.3	1.3	61.0
	Social Services Counseling	6	.4	2.0	63.0
	Clinical Mental Counseling	10	.6	3.3	66.2
	Community Counseling	10	.6	3.3	69.5
	Correction Counseling	2	.1	.7	70.2
	Student Services Counseling	2	.1	.7	70.8
	Psychology	89	5.8	29.2	100.0
	Total	305	19.7	100.0	
Missing	System	1242	80.3		
Total		1547	100.0		

College of Health and Human Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	11	.7	7.5	7.5
	Athletic Training	10	.6	6.8	14.3
	Human Services	10	.6	6.8	21.1
	Rehabilitation	1	.1	.7	21.8
	Health and Physical Education	3	.2	2.0	23.8
	Physical Education	1	.1	.7	24.5
	Nursing	75	4.8	51.0	75.5
	Social Work	15	1.0	10.2	85.7
	Sport and Fitness Management	21	1.4	14.3	100.0
	Total	147	9.5	100.0	
Missing	System	1400	90.5		
Total		1547	100.0		

Prior to enrollment in Troy University, did you visit the campus where you enrolled?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	606	39.2	39.7	39.7
	No	922	59.6	60.3	100.0
	Total	1528	98.8	100.0	
Missing	System	19	1.2		
Total		1547	100.0		

When you applied for admission to college, Troy University was your:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	First choice	1133	73.2	74.1	74.1
	Second choice	315	20.4	20.6	94.7

		Frequency	Percent	Valid Percent	Cumulative Percent
	Third choice	56	3.6	3.7	98.4
	Fourth choice	25	1.6	1.6	100.0
	Total	1529	98.8	100.0	
Missing	System	18	1.2		
Total		1547	100.0		

How did you first learn about TROY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	231	14.9	15.2	15.2
	Alumni	256	16.5	16.8	32.0
	Billboard	32	2.1	2.1	34.1
	Direct Mail	16	1.0	1.1	35.2
	Guidance Counselor	70	4.5	4.6	39.8
	Internet	162	10.5	10.7	50.5
	Newspaper	13	.8	.9	51.3
	Radio	12	.8	.8	52.1
	Television	47	3.0	3.1	55.2
	Word of mouth	681	44.0	44.8	100.0
	Total	1520	98.3	100.0	
Missing	System	27	1.7		
Total		1547	100.0		

How did you learn about registration dates and times?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	211	13.6	14.1	14.1
	Billboard	21	1.4	1.4	15.5
	Direct Mail	159	10.3	10.6	26.2
	Internet	843	54.5	56.4	82.5
	Newspaper	18	1.2	1.2	83.7

		Frequency	Percent	Valid Percent	Cumulative Percent
	Radio	4	.3	.3	84.0
	Television	14	.9	.9	84.9
	Word of mouth	225	14.5	15.1	100.0
	Total	1495	96.6	100.0	
Missing	System	52	3.4		
Total		1547	100.0		

What is the best way to advertise to your friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	19	1.2	1.3	1.3
	Billboard	27	1.7	1.8	3.0
	Direct Mail	119	7.7	7.9	10.9
	Internet	411	26.6	27.2	38.1
	Newspaper	19	1.2	1.3	39.4
	Radio	53	3.4	3.5	42.9
	Television	124	8.0	8.2	51.1
	Word of mouth	739	47.8	48.9	100.0
	Total	1511	97.7	100.0	
Missing	System	36	2.3		
Total		1547	100.0		

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good academic reputation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	807	52.2	52.2	52.2
	Yes	740	47.8	47.8	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Good reputation for social activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1425	92.1	92.1	92.1
	Yes	122	7.9	7.9	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Rankings in national magazines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1455	94.1	94.1	94.1
	Yes	92	5.9	5.9	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Graduates get good jobs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1325	85.6	85.6	85.6
	Yes	222	14.4	14.4	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Size of campus

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1244	80.4	80.4	80.4
	Yes	303	19.6	19.6	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Location

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	722	46.7	46.7	46.7
	Yes	825	53.3	53.3	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Affordability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	760	49.1	49.1	49.1
	Yes	787	50.9	50.9	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Availability of financial aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1090	70.5	70.5	70.5
	Yes	457	29.5	29.5	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Admission standards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1227	79.3	79.3	79.3
	Yes	320	20.7	20.7	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Academic programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	955	61.7	61.7	61.7
	Yes	592	38.3	38.3	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Flexibility of schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	624	40.3	40.3	40.3
	Yes	923	59.7	59.7	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Social atmosphere

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1396	90.2	90.2	90.2
	Yes	151	9.8	9.8	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Diversity of student body

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1364	88.2	88.2	88.2
	Yes	183	11.8	11.8	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1481	95.7	95.7	95.7
	Yes	66	4.3	4.3	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Performing arts (band, collegiate singers, drama, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1499	96.9	96.9	96.9
	Yes	48	3.1	3.1	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of high school counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1496	96.7	96.7	96.7
	Yes	51	3.3	3.3	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Recommendation of college counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1502	97.1	97.1	97.1
	Yes	45	2.9	2.9	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Parents' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1421	91.9	91.9	91.9
	Yes	126	8.1	8.1	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Friends' recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1063	68.7	68.7	68.7
	Yes	484	31.3	31.3	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Alumni recommendation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1336	86.4	86.4	86.4
	Yes	211	13.6	13.6	100.0
	Total	1547	100.0	100.0	

Please select the reasons why you have chosen to attend Troy University (select as many as apply): : Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1387	89.7	89.7	89.7
	Yes	160	10.3	10.3	100.0
	Total	1547	100.0	100.0	

Appendix 28 – Demographic Charts All Campuses

1) Gender:

1) Gender:

Male	482
Female	1,197

28.7 %

71.3 %

2) Ethnicity:

2) Ethnicity:

■ (red)	Nonresident Alien	14
■ (green)	Black, non-Hispanic	658
■ (yellow)	American Indian/Alaska Native	6
■ (blue)	Asian/Pacific Islander	38
□ (white)	Hispanic	48
■ (gray)	White, non-Hispanic	880
■ (magenta)	Race/ethnicity unknown	22

39.5 %

0.4 %

2.3 %

2.9 %

0.8 %

1.3 %

52.8 %

3) Age:

3) Age:

	Color	Age	Count
	red	18-19	248
	green	20-21	85
	yellow	21-24	202
	blue	25-29	344
	white	30-34	266
	gray	35-39	188
	magenta	40-49	249
	teal	50-64	83
	navy	65 or over	2

Pie chart percentages: 12.1 %, 5.1 %, 14.9 %, 20.6 %, 0.1 %, 5.0 %, 16.0 %, 14.9 %, 11.3 %

4) Enrollment Status:

4) Enrollment Status:

Legend:
- Dually-enrolled high school stude ... 1
- First-time freshman (an undergrad .468
- First-time graduate (a graduate s ...388
- Undergraduate transfer student (a ..607
- Graduate transfer student (a grad ... 72
- Undergraduate transient student (... 32
- Graduate transient student (a gra ... 17
- Other 85

Pie chart values: 28.0 %, 23.2 %, 0.1 %, 5.1 %, 1.0 %, 1.9 %, 4.3 %, 36.3 %
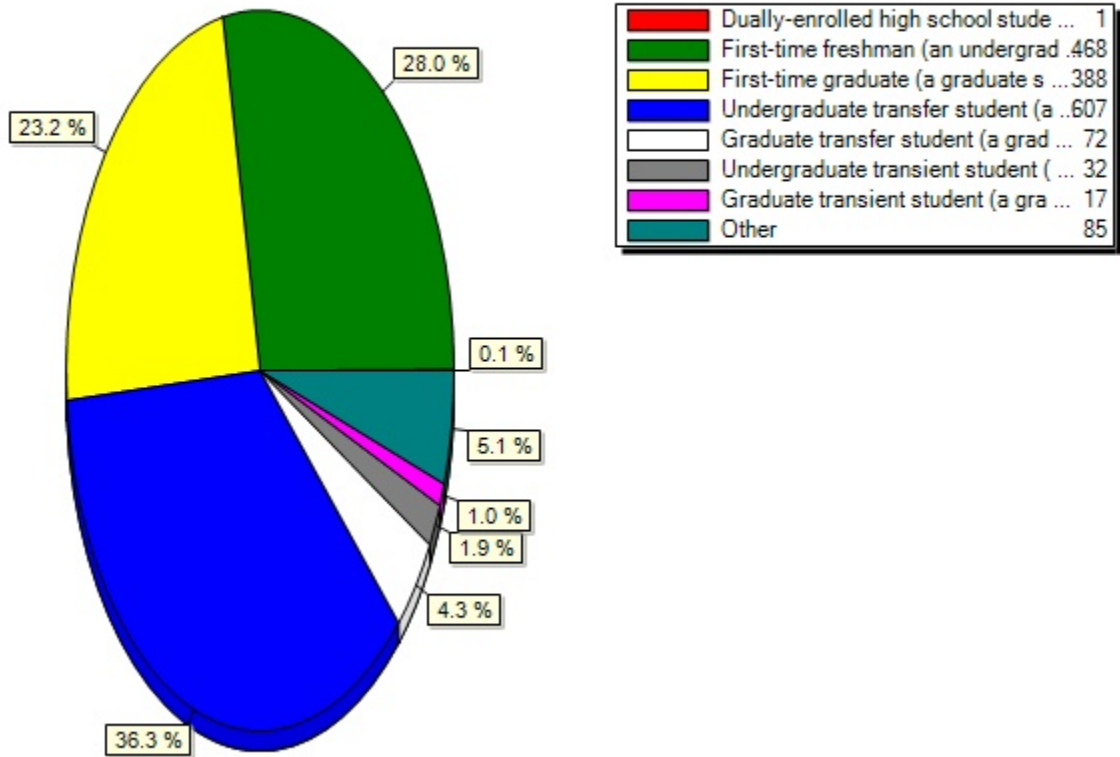
5) Campus where you are currently enrolled:

5) Campus where you are currently enrolled:
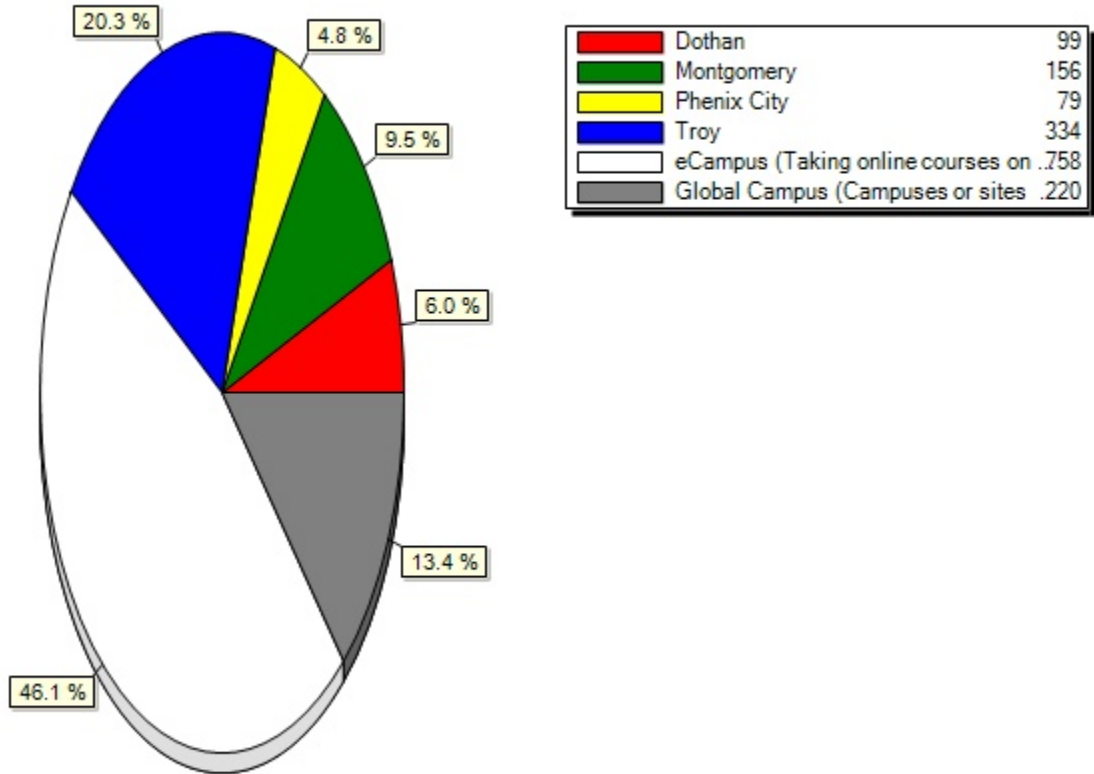
Dothan		99
Montgomery		156
Phenix City		79
Troy		334
eCampus (Taking online courses on		.758
Global Campus (Campuses or sites		.220

6) If you selected Global Campus in the prior question, please select the site from which you are taking classes now:

6) If you selected Global Campus in the prior question, please select the site from which you are taking c

	Site	Count
	Albany, Georgia	26
	Atlanta, Georgia	36
	Augusta, Georgia	22
	Bangkok, Thailand	0
	Bethesda, Maryland	0
	Brunswick, Georgia	9
	Clarksville, Tennessee	0
	Colombo, Sri Lanka	0
	Covington, Georgia	19
	Dam Neck, Virginia	0
	Davis-Monthan AFB, Arizona	3
	Distance Learning, Florida/Wester ...	1
	Distance Learning, Pacific Region	0
	Distance Learning, Troy, Alabama	4
	eArmyU Programs	3
	Fayetteville, North Carolina	1
	Fort Belvoir, Virginia	1
	Fort Benning, Georgia	24
	Fort Bragg, North Carolina	4
	Fort Carson/Colorado Springs, Col ...	3
	Fort Eustis, Virginia	1
	Fort Gordon, Georgia	4
	Fort Lewis, Washington	4
	Fort Monroe, Virginia	0
	Fort Myer, Virginia/Pentagon	0
	Fort Walton Beach Area	14

7) College you are attending:

7) College you are attending:

Arts & Sciences	487
Business	582
Education	310
Communication and Fine Arts	57
Health and Human Services	192

29.9 %

35.7 %

11.8 %

3.5 %

19.0 %
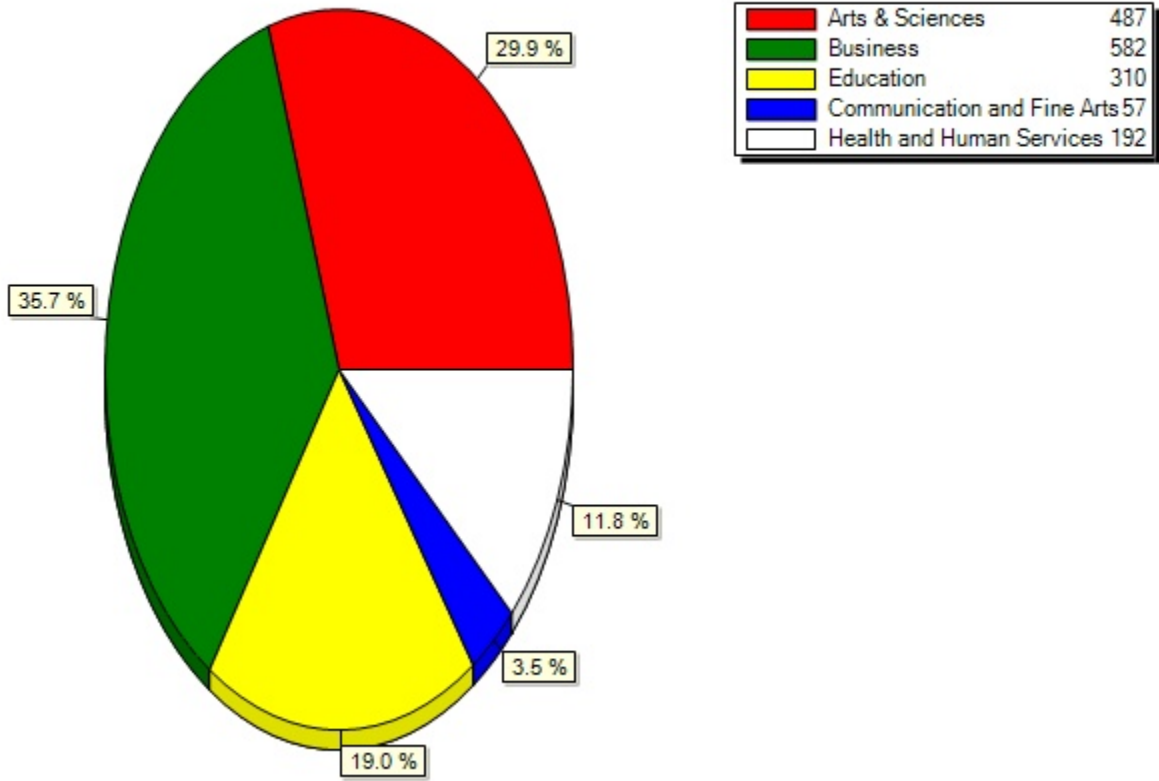
8) Degree program you are in:

8) Degree program you are in:
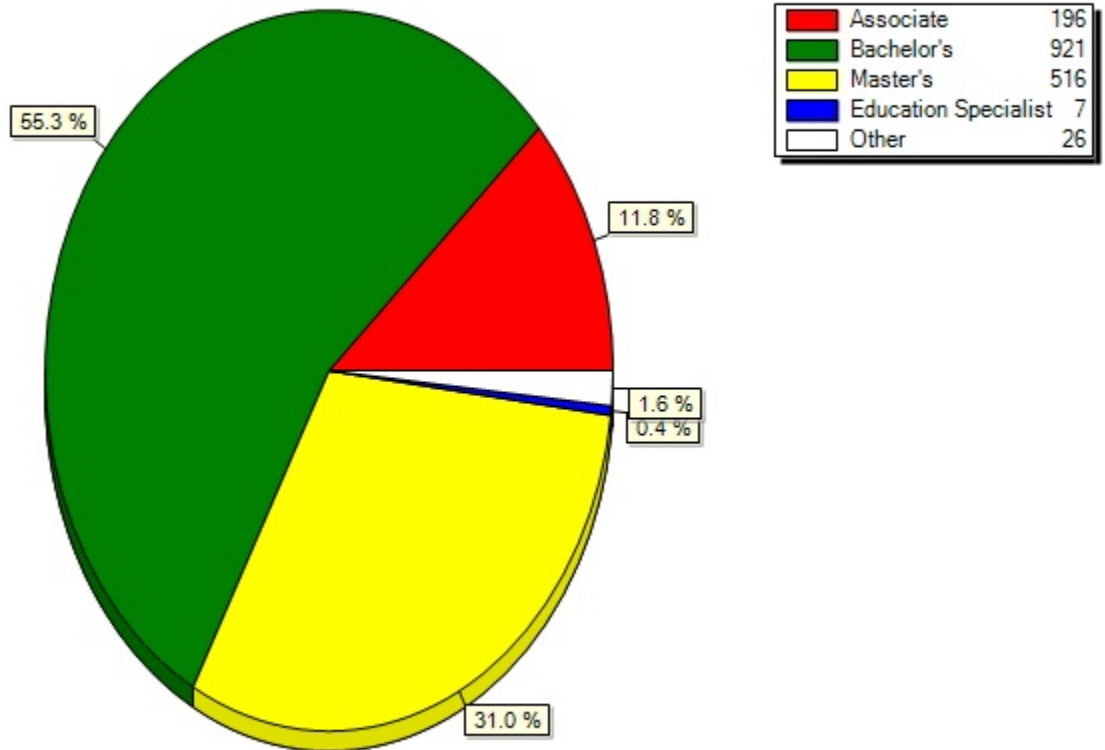
Associate		196
Bachelor's		921
Master's		516
Education Specialist		7
Other		26

55.3 %

11.8 %

1.6 %
0.4 %

31.0 %

9) What is your major/concentration? (Select your major from the appropriate college you belong to.)College of Arts & Sciences

9) What is your major/concentration? (Select your major from the appropriate college you belong to.)Colleg

Applied Computer Science	34
Computer Science	31
Biology	26
Biology Education	4
Chemistry	3
Chemistry Education	0
Comprehensive General Science	2
Comprehensive General Science Edu ...	1
Criminal Justice	142
English	7
English Language Arts Education	6
Environmental and Biological Scie ...	2
Environmental Science	1
General Education	22
Geomatics	2
History	9
History Education	5
International Relations	38
Mathematics	4
Mathematics Education	5
Political Science	27
Public Administration	80
Social Science	50
Social Science Education	10
Sociology	13
Other	141

10) Sorrell College of Business

10) Sorrell College of Business

Color	Category	Value
Red	Associate of Science in Business	26
Green	Accounting	55
Yellow	Economics	0
Blue	Finance	19
White	Marketing	7
Gray	Management	131
Magenta	Human Resource Management	112
Teal	Hospitality and Tourism Managemen ...	0
Navy	Information System	15
Dark Red	International Economic Developmen ...	1
Bright Green	General Business	66
Olive	International Business	3
Purple	Small Business and Entrepreneursh ...	3
Light Gray	Risk Management and Insurance	1
Cyan	Technology and Resource Managemen ...	19
Black	Production & Operation Management	1
Light Green	Master of Business Administration	51
Light Blue	Executive Master of Business Admi ...	2
Tan	Other	21

Pie chart labels: 24.6 %, 1.3 %, 3.6 %, 0.0 %, 10.3 %, 4.9 %, 3.9 %, 0.4 %, 9.6 %, 0.2 %, 3.6 %, 0.2 %, 12.4 %, 0.2 %, 2.8 %, 0.0 %, 21.0 %

11) College of Communication and Fine Arts

11) College of Communication and Fine Arts

Color	Category	Count
Art	3
Art Education	1
Art Studio	0
Communication Arts - Dramatic Art ...	4
Communication Arts - Speech Commu ...	1
Communication Arts - Communicatio ...	1
Design, Technology, and Industry	7
Journalism	8
Broadcast Journalism	16
Music	2
Music Education	12
Foreign Language	3
Other	8
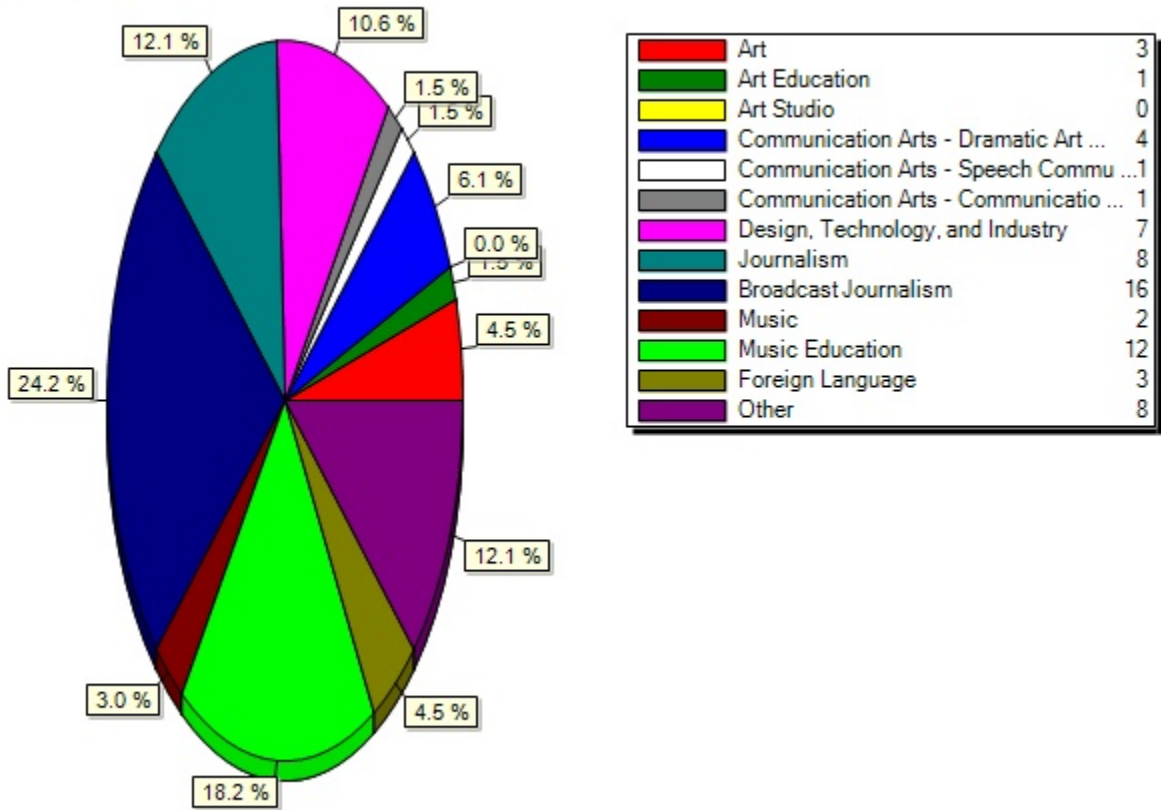
12) College of Education

12) College of Education

	Category	Count
	Early Childhood Education	10
	Elementary Education	64
	Secondary Education	37
	Post-Secondary Education	39
	Interdisciplinary Education	0
	Gifted Education	0
	Reading Specialist Education	1
	Collaborative Teacher K - 6	5
	Collaborative Teacher 6 - 12	5
	Adult Education	6
	Educational Administration	3
	Education Administration and Lead ...	4
	School Counseling	6
	School Psychometry	1
	Rehabilitation Counseling	4
	Social Services Counseling	6
	Substance Abuse Counseling	0
	Clinical Mental Counseling	11
	Community Counseling	10
	Correction Counseling	2
	Student Services Counseling	2
	Psychology	98
	Other	20

13) College of Health and Human Services

13) College of Health and Human Services

Athletic Training	12
Human Services	10
Rehabilitation	1
Health and Physical Education	3
Physical Education	1
Nursing	87
Social Work	17
Sport and Fitness Management	24
Other	14
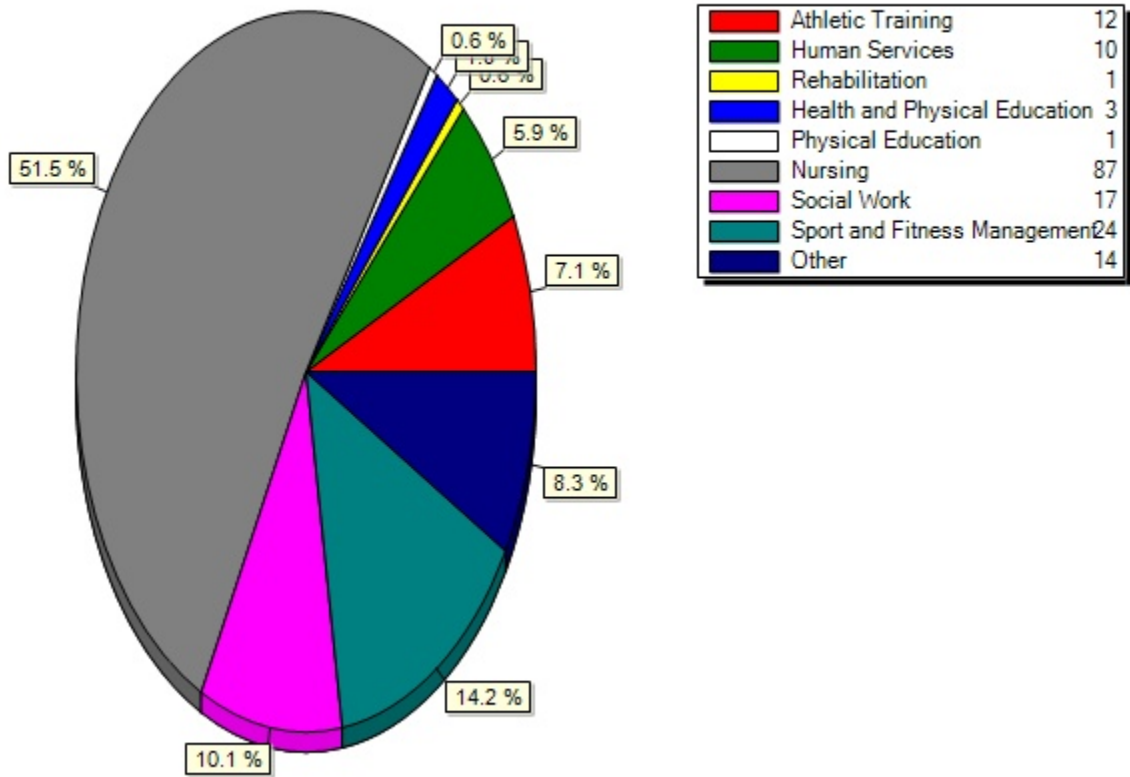
14) When you applied for admission to college, Troy University was your:

14) When you applied for admission to college, Troy University was your:

	First choice	1,218
	Second choice	352
	Third choice	63
	Fourth choice	27

73.4 %

1.6 %

3.8 %

21.2 %
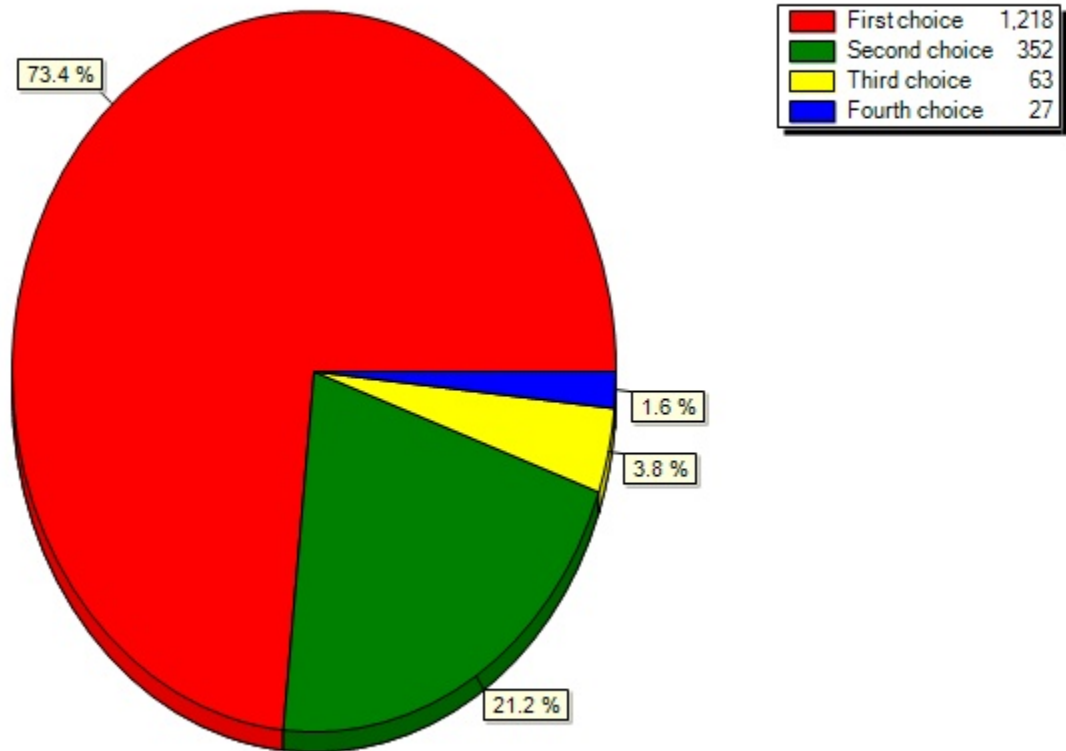
15) Prior to enrollment in Troy University, did you visit the campus where you enrolled?

15) Prior to enrollment in Troy University, did you visit the campus where you enrolled?
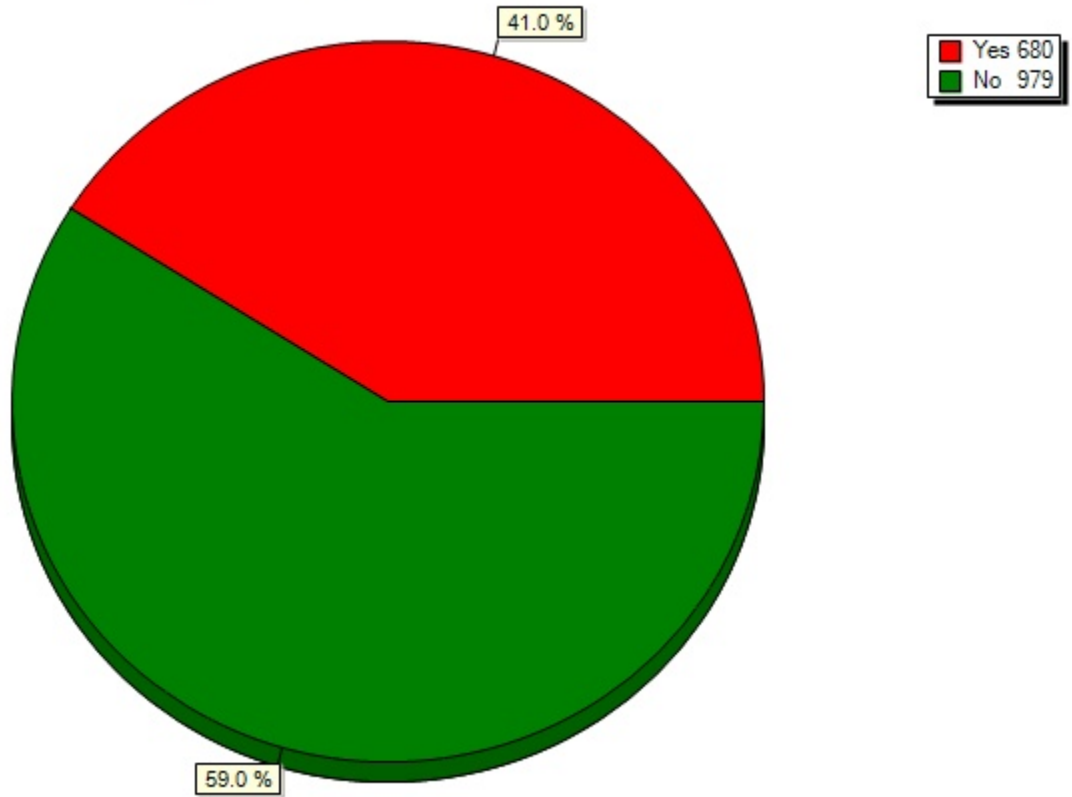
Yes	680
No	979

41.0 %

59.0 %

16) Please select the reasons why you have chosen to attend Troy University (select as many as apply):

16) Please select the reasons why you have chosen to attend Troy University (select as many as apply):

	Reason	Value
	Good academic reputation	809
	Good reputation for social activi ...	135
	Rankings in national magazines	100
	Graduates get good jobs	243
	Size of campus	342
	Location	912
	Affordability	865
	Availability of financial aid	504
	Admission standards	350
	Academic programs	640
	Flexibility of schedule	993
	Social atmosphere	169
	Diversity of student body	206
	Athletics	78
	Performing arts (band, collegiate ...	54
	Recommendation of high school cou ...	62
	Recommendation of college counsel ...	51
	Parents' recommendation	137
	Friends' recommendation	531
	Alumni recommendation	226
	Other	172

Bar chart percentages:
- Other: 10.2 %
- Alumni recommendation: 13.4 %
- Friends' recommendation: 31.6 %
- Parents' recommendation: 8.1 %
- Recommendation of college counsel ...: 3.0 %
- Recommendation of high school cou ...: 3.7 %
- Performing arts (band, collegiate ...: 3.2 %
- Athletics: 4.6 %
- Diversity of student body: 12.3 %
- Social atmosphere: 10.1 %
- Flexibility of schedule: 59.1 %
- Academic programs: 38.1 %
- Admission standards: 20.8 %
- Availability of financial aid: 30.0 %
- Affordability: 51.5 %
- Location: 54.3 %
- Size of campus: 20.3 %
- Graduates get good jobs: 14.5 %
- Rankings in national magazines: 5.9 %
- Good reputation for social activi ...: 8.0 %
- Good academic reputation: 48.1 %

17) Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:

17) Please rate your agreement with the following statements with regard to academic programs, student ser

17.1) TROY personnel are knowledgeable and helpful.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.1) TROY personnel are knowledgeable and helpful.(Please rate your agreement with the following statemen

1 - Strongly Disagree	109
2 - Disagree	81
3 - Neutral	161
4 - Agree	612
5 - Strongly Agree	641
6 - Not Applicable	60
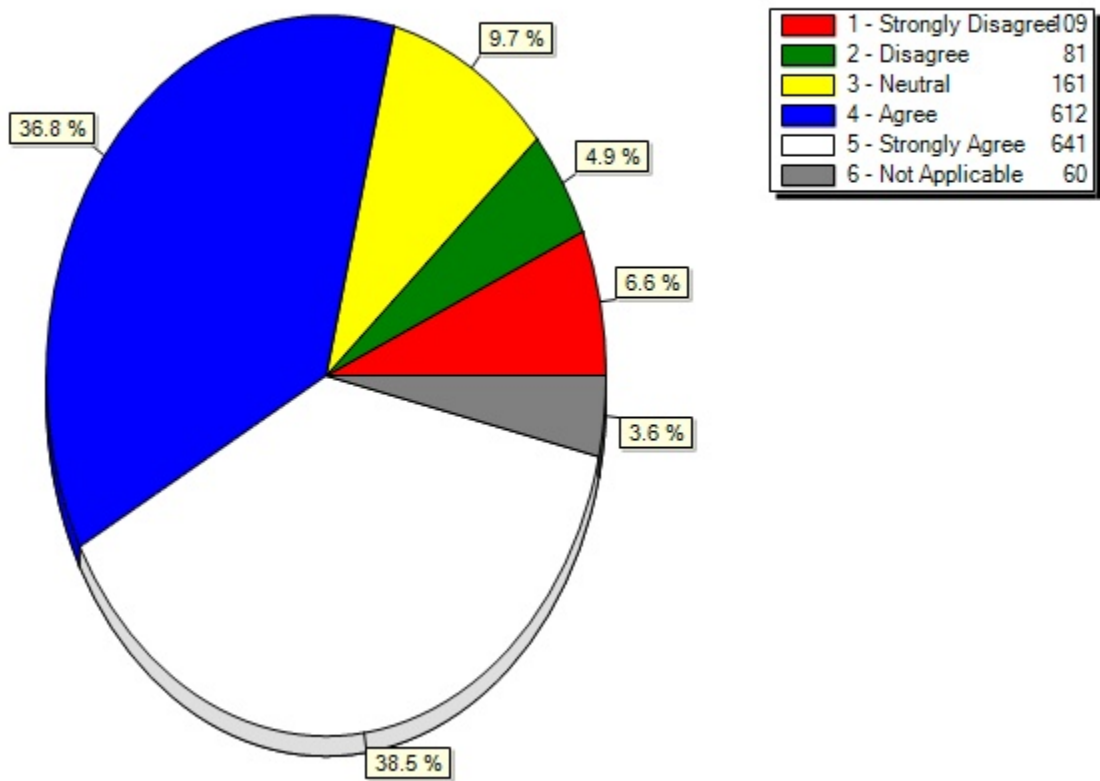
17.2) Faculty care about students as individuals.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.2) Faculty care about students as individuals.(Please rate your agreement with the following statements

1 - Strongly Disagree	89
2 - Disagree	61
3 - Neutral	202
4 - Agree	621
5 - Strongly Agree	612
6 - Not Applicable	76

12.2 %
37.4 %
3.7 %
5.4 %
4.6 %
36.8 %
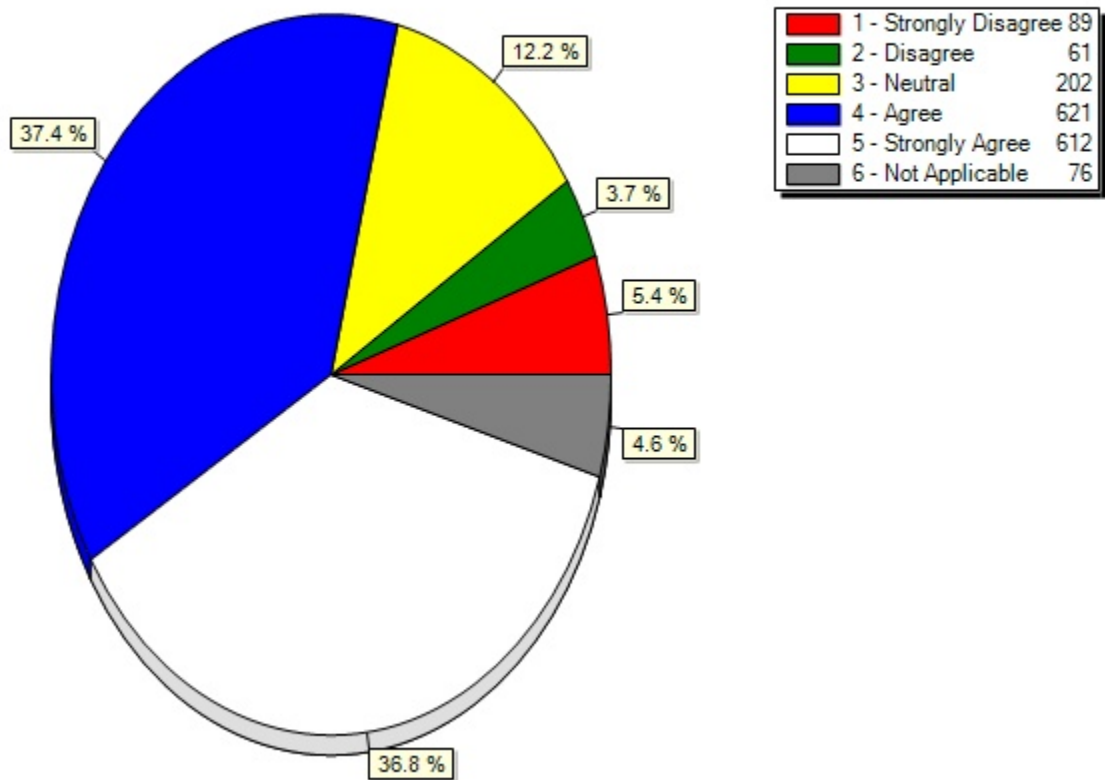
17.3) I feel I can talk to faculty about my academic concerns.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.3) I feel I can talk to faculty about my academic concerns.(Please rate your agreement with the followi

1 - Strongly Disagree	100
2 - Disagree	69
3 - Neutral	198
4 - Agree	602
5 - Strongly Agree	610
6 - Not Applicable	78

11.9 %
36.3 %
4.2 %
6.0 %
4.7 %
36.8 %
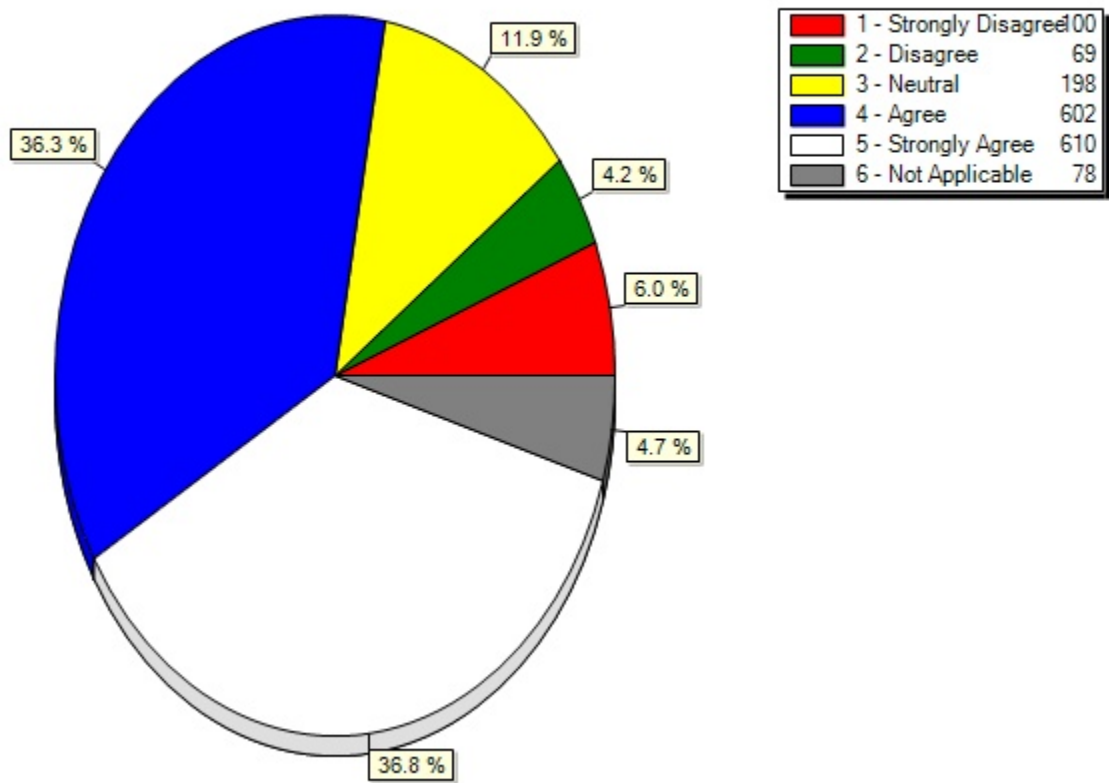
17.4) Academic advising is adequate.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.4) Academic advising is adequate.(Please rate your agreement with the following statements with regard

1 - Strongly Disagree	130
2 - Disagree	116
3 - Neutral	253
4 - Agree	540
5 - Strongly Agree	513
6 - Not Applicable	102
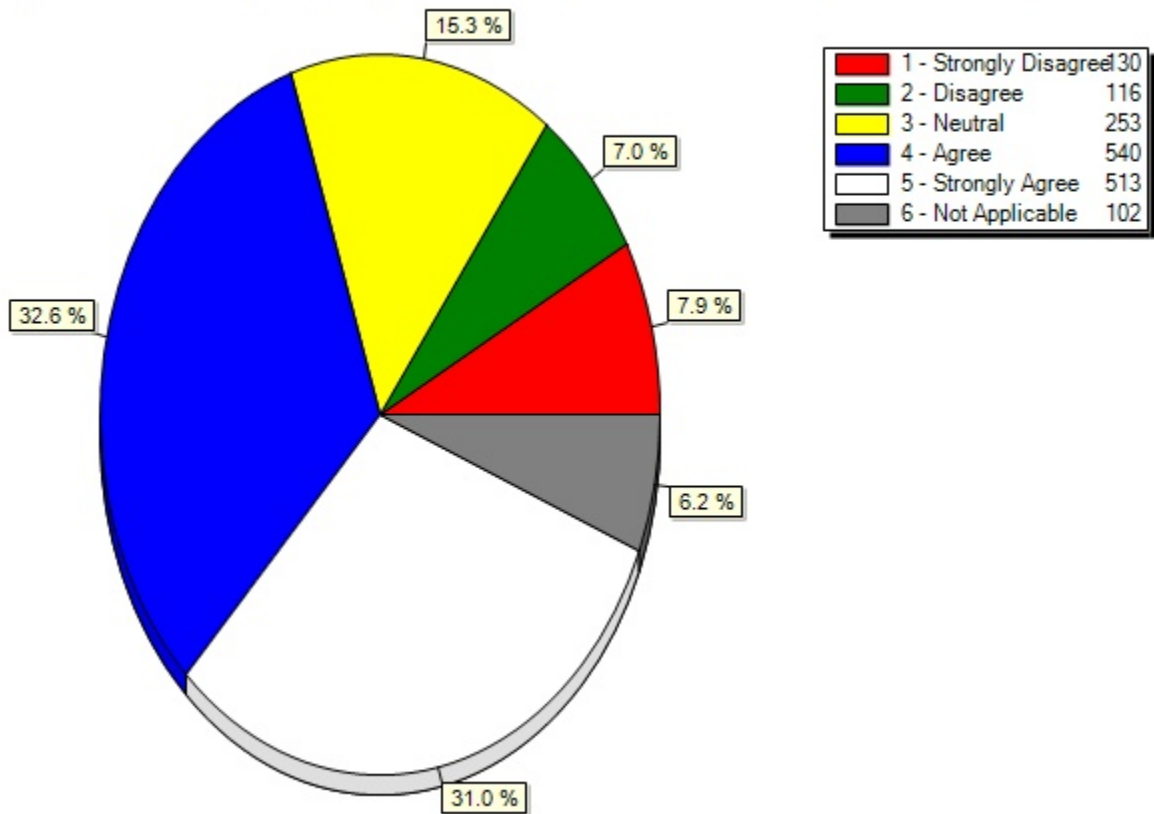
17.5) Sufficient financial aid options are available.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.5) Sufficient financial aid options are available.(Please rate your agreement with the following statem

1 - Strongly Disagree	100
2 - Disagree	85
3 - Neutral	237
4 - Agree	512
5 - Strongly Agree	518
6 - Not Applicable	202
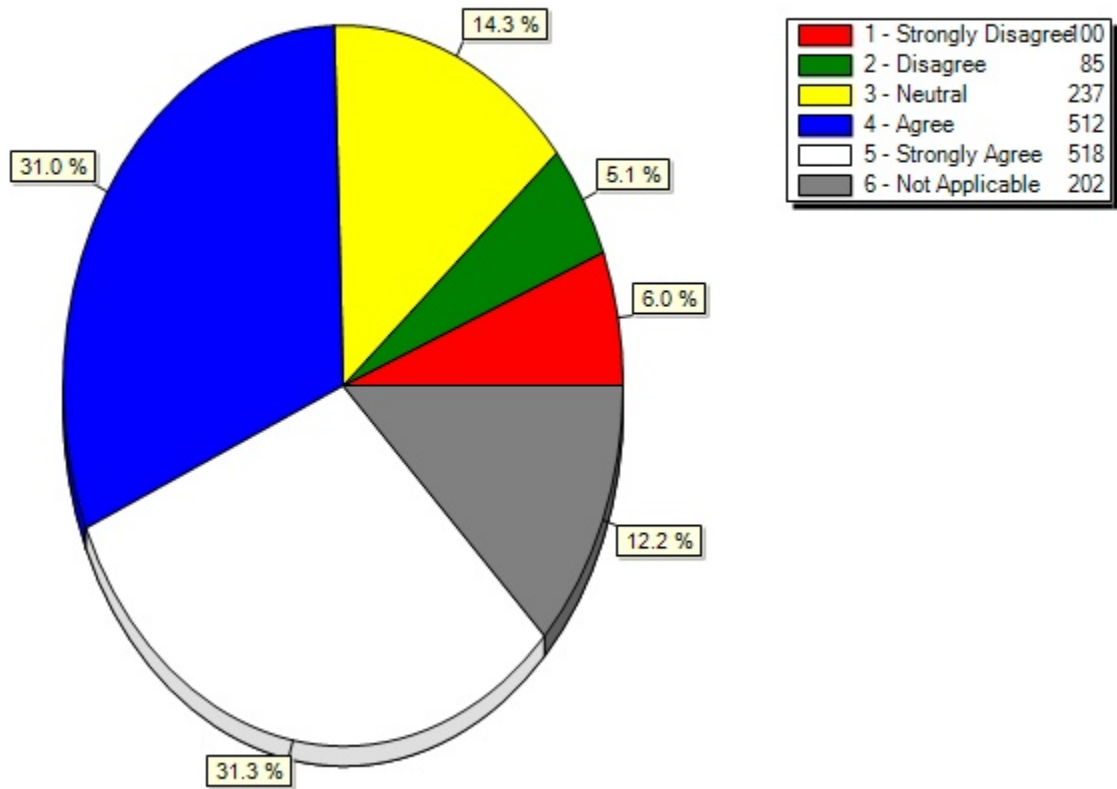
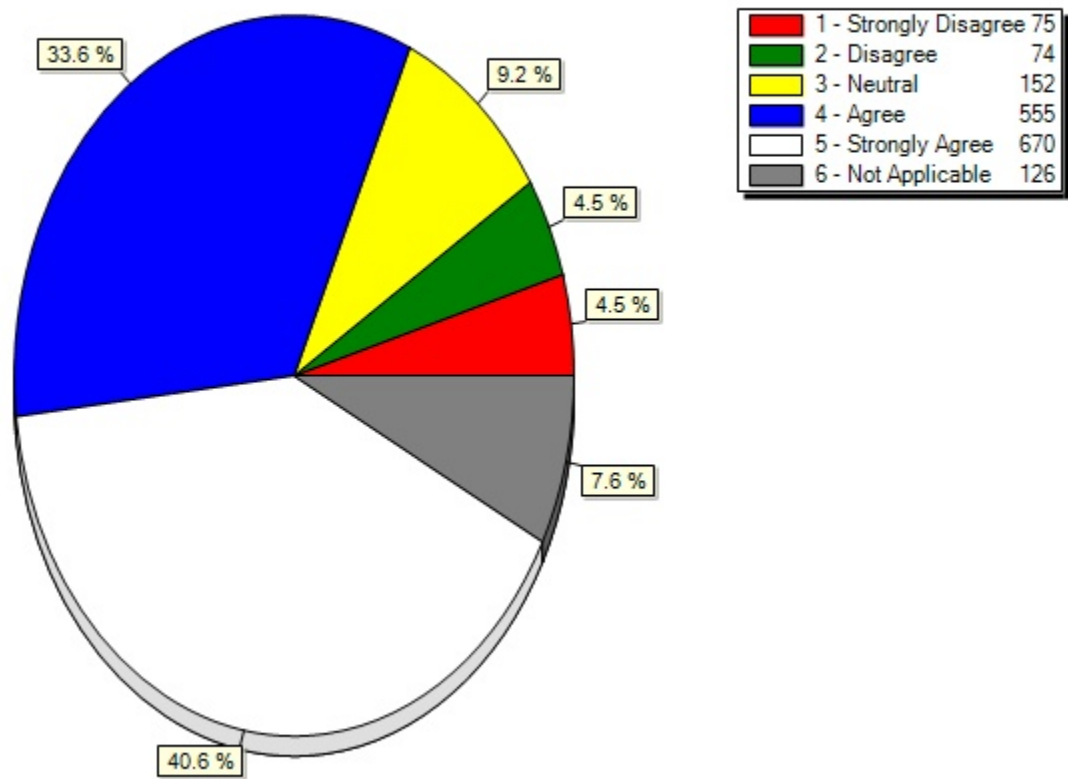**17.6) The tuition payment plan is beneficial for students.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)**

17.6) The tuition payment plan is beneficial for students.(Please rate your agreement with the following s

1 - Strongly Disagree	77
2 - Disagree	45
3 - Neutral	255
4 - Agree	488
5 - Strongly Agree	531
6 - Not Applicable	256

15.4 %

29.5 %

2.7 %

4.7 %

15.5 %

32.1 %
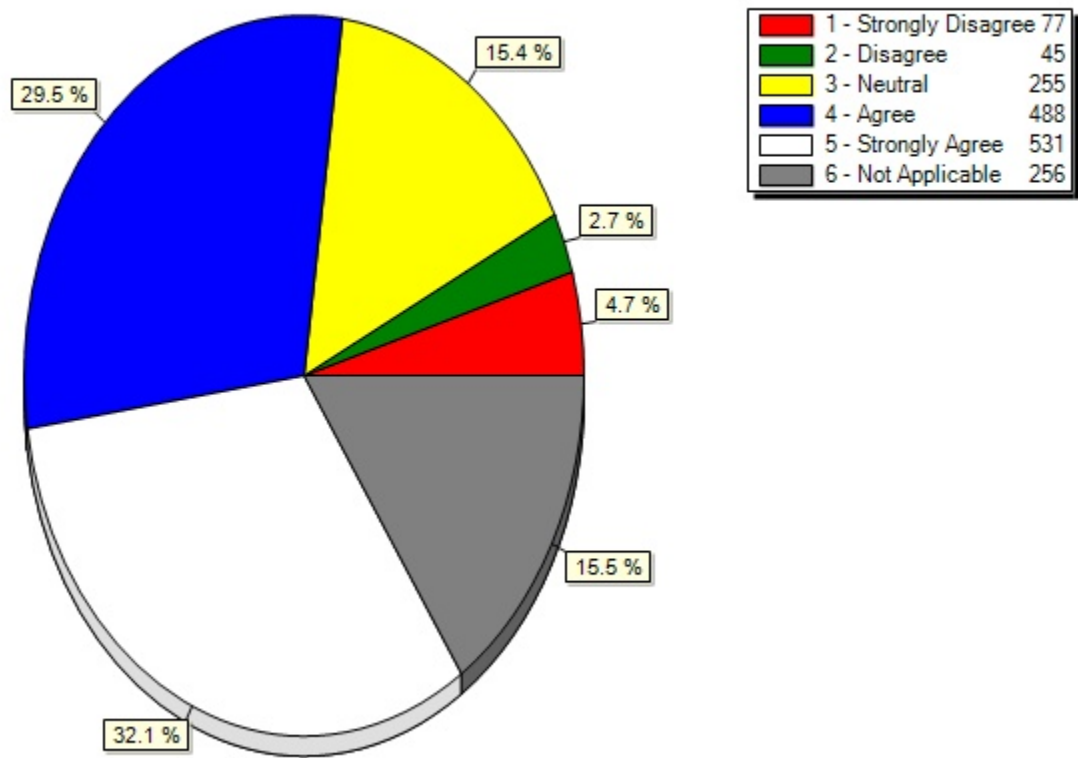
17.7) Class information provided prior to enrollment was helpful.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.7) Class information provided prior to enrollment was helpful.(Please rate your agreement with the foll

1 - Strongly Disagree	33
2 - Disagree	136
3 - Neutral	199
4 - Agree	570
5 - Strongly Agree	533
6 - Not Applicable	82
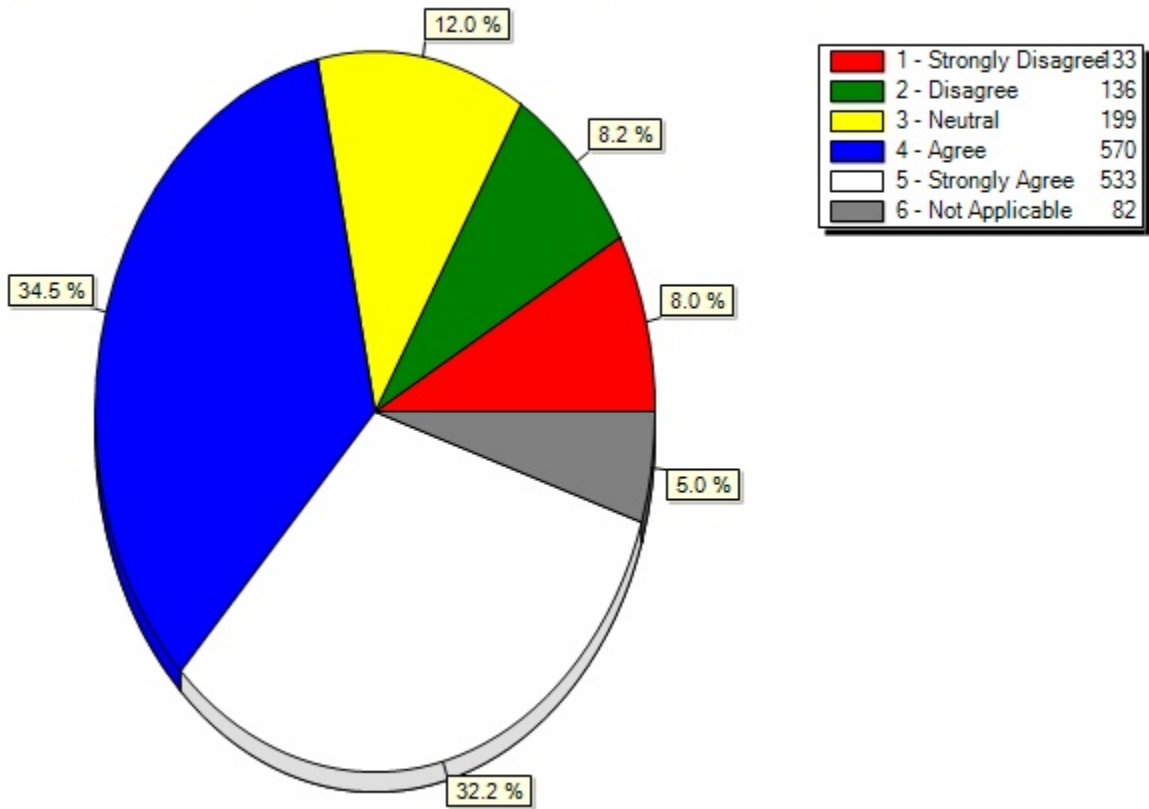
17.8) Registration dates, times, and procedures were made clear to me prior to enrollment.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.8) Registration dates, times, and procedures were made clear to me prior to enrollment.(Please rate you

	Legend	Count
Red	1 - Strongly Disagree	115
Green	2 - Disagree	125
Yellow	3 - Neutral	146
Blue	4 - Agree	537
White	5 - Strongly Agree	646
Gray	6 - Not Applicable	93

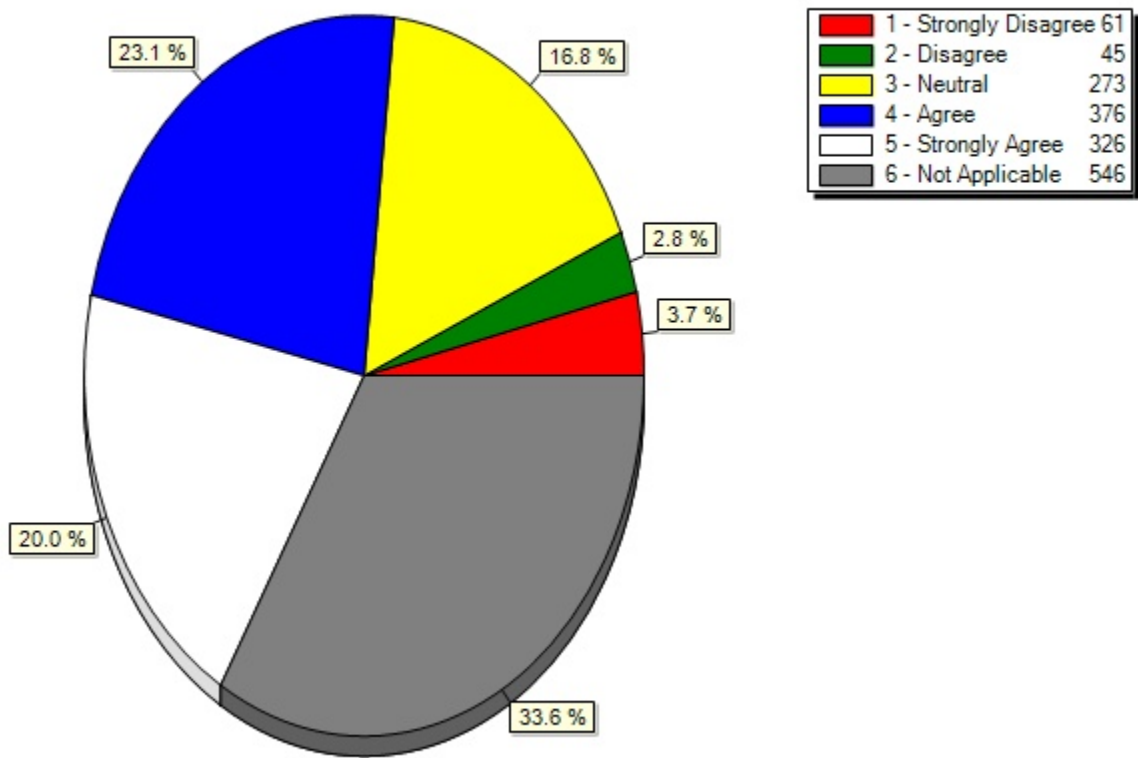8.8 %

7.5 %

32.3 %

6.9 %

5.6 %

38.9 %
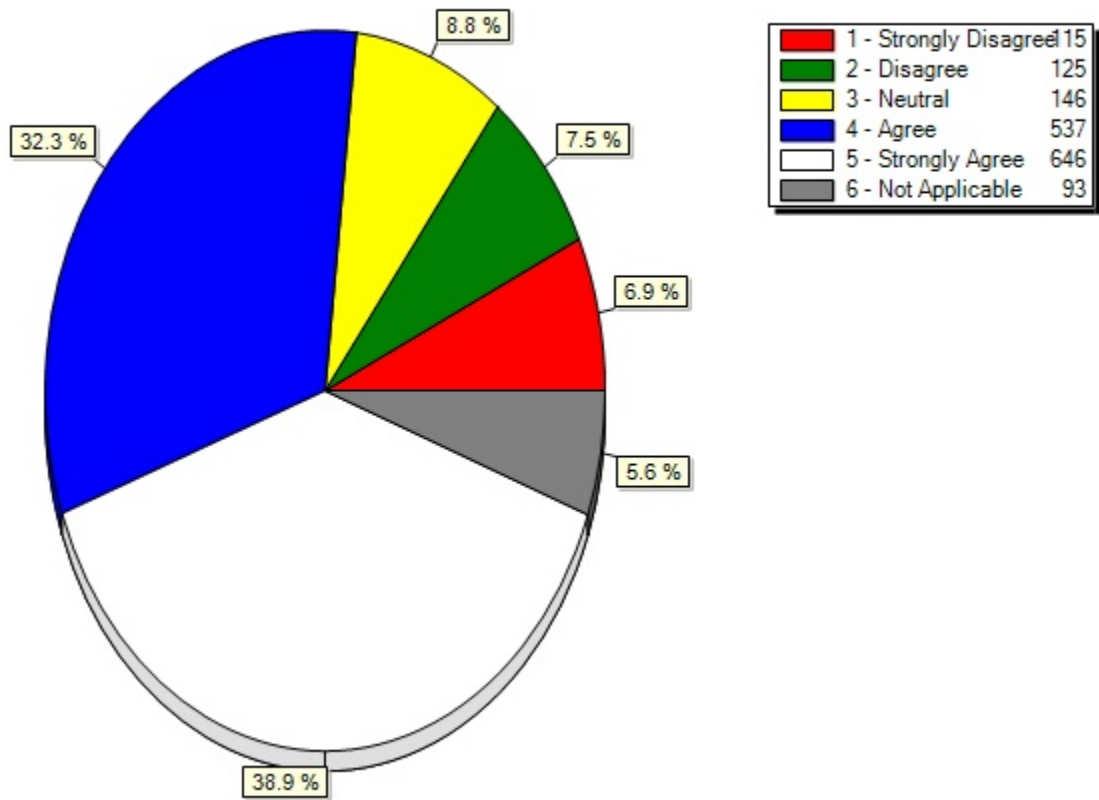
17.9) The online registration process is user-friendly.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.9) The online registration process is user-friendly.(Please rate your agreement with the following stat

1 - Strongly Disagree	98
2 - Disagree	87
3 - Neutral	221
4 - Agree	480
5 - Strongly Agree	523
6 - Not Applicable	240

13.4 %
29.1 %
5.3 %
5.9 %
14.6 %
31.7 %
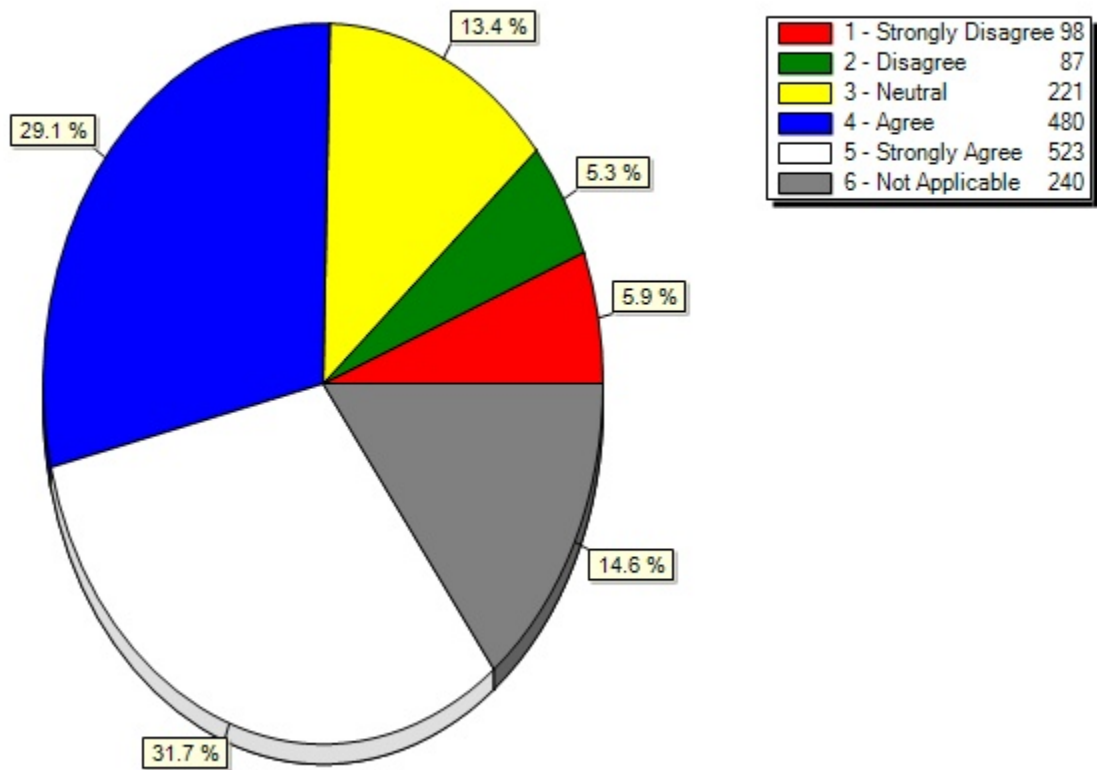
17.10) The on-site registration process is user-friendly.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.10) The on-site registration process is user-friendly.(Please rate your agreement with the following st

1 - Strongly Disagree	89
2 - Disagree	43
3 - Neutral	234
4 - Agree	455
5 - Strongly Agree	441
6 - Not Applicable	365

28.0 %

14.4 %

2.6 %

5.5 %

22.4 %

27.1 %
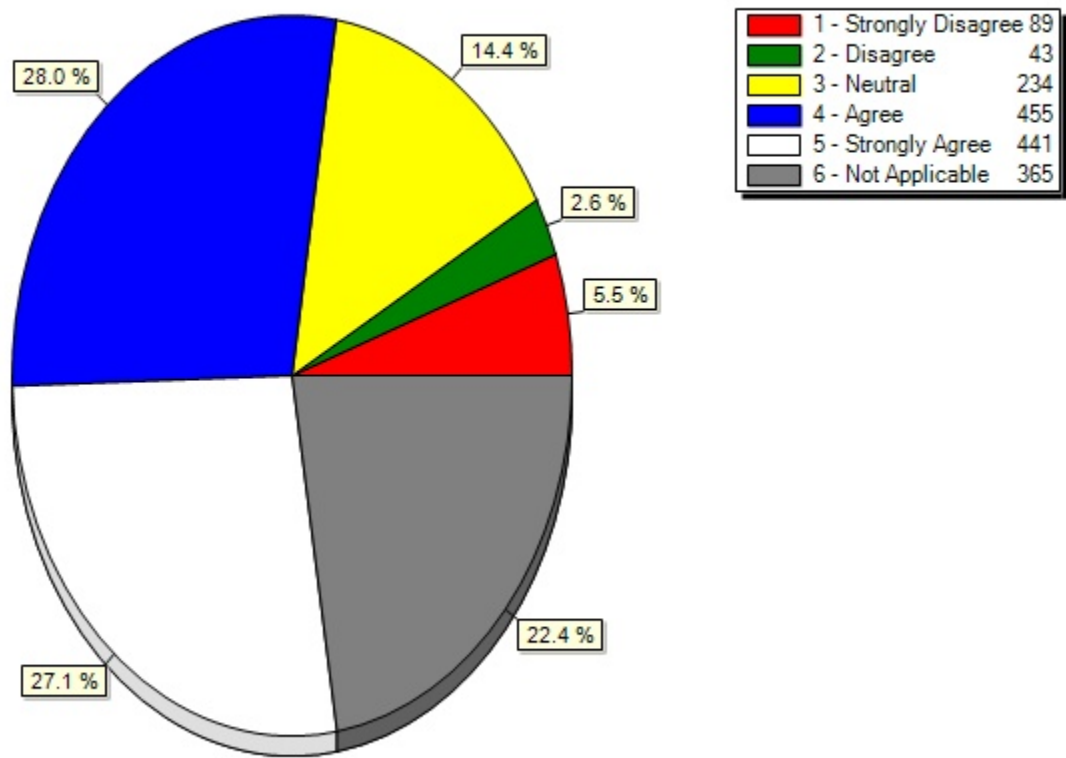
17.11) Students seldom get the "run around" when seeking information.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.11) Students seldom get the "run around" when seeking information.(Please rate your agreement with the

1 - Strongly Disagree	220
2 - Disagree	192
3 - Neutral	270
4 - Agree	494
5 - Strongly Agree	385
6 - Not Applicable	92
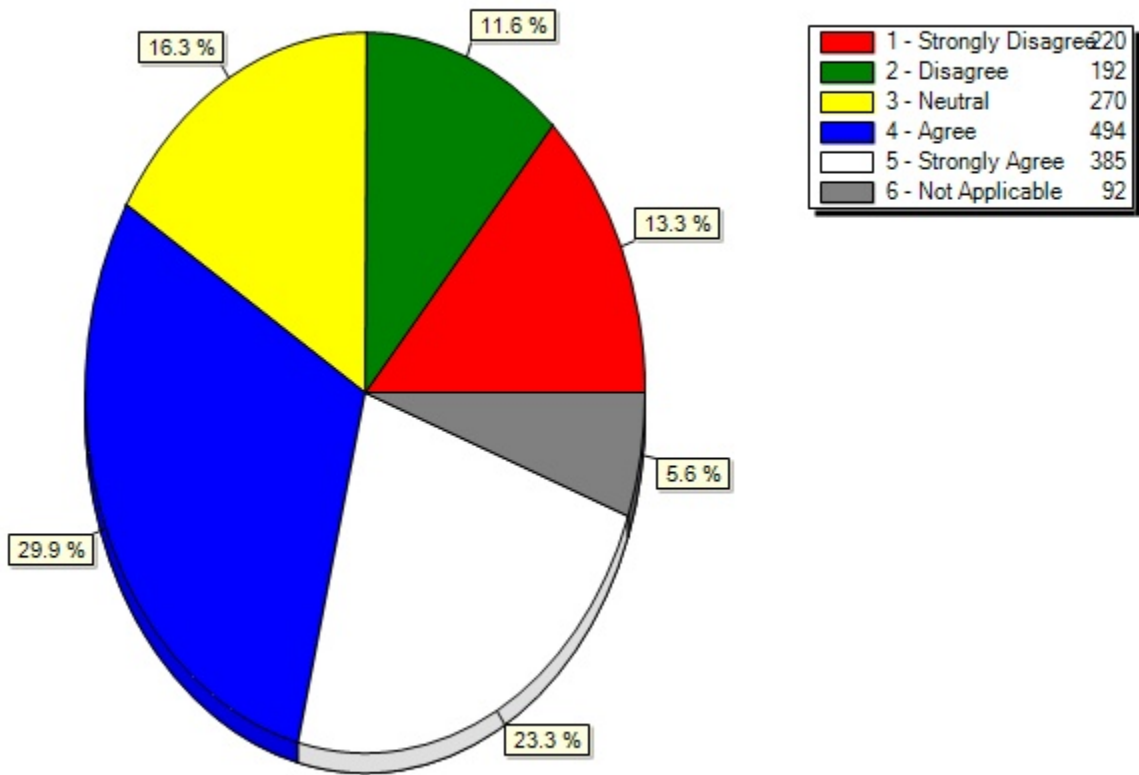
17.12) The online Schedule of Classes is informative and easy to follow.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.12) The online Schedule of Classes is informative and easy to follow.(Please rate your agreement with t

1 - Strongly Disagree	83
2 - Disagree	58
3 - Neutral	191
4 - Agree	591
5 - Strongly Agree	563
6 - Not Applicable	162
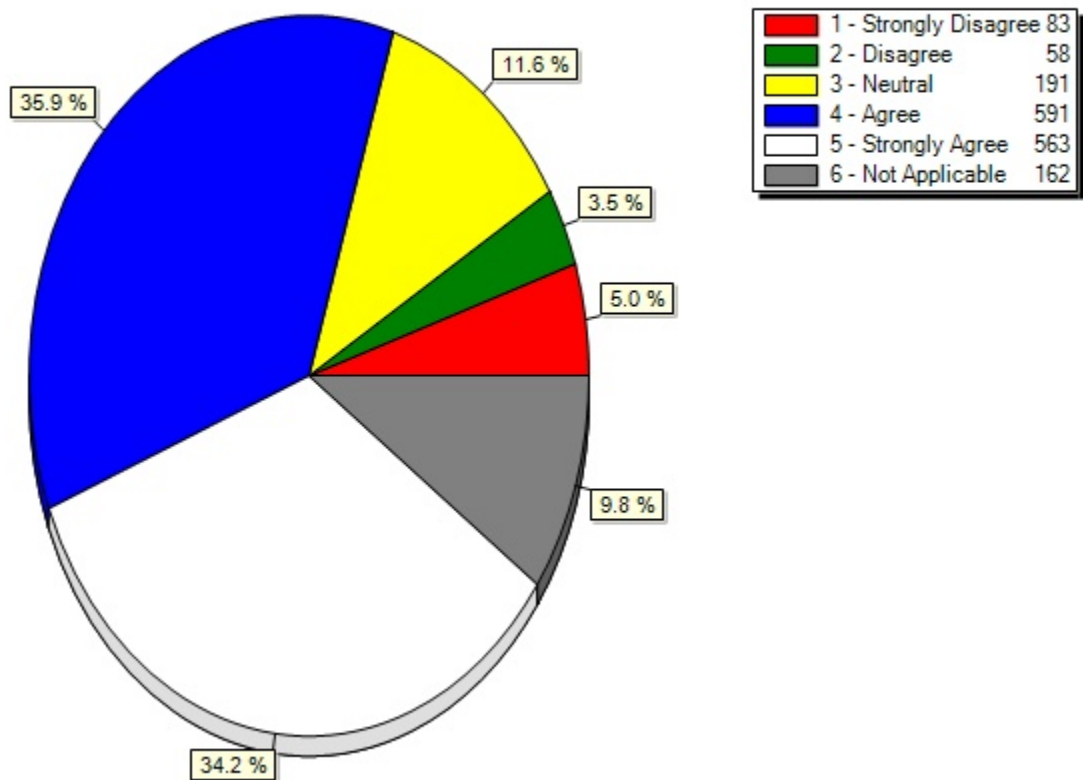
17.13) The printed Schedule of Classes is informative and easy to follow.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.13) The printed Schedule of Classes is informative and easy to follow.(Please rate your agreement with

🟥	1 - Strongly Disagree	61
🟩	2 - Disagree	43
🟨	3 - Neutral	161
🟦	4 - Agree	579
⬜	5 - Strongly Agree	548
⬛	6 - Not Applicable	254

35.2 %
9.8 %
2.6 %
3.7 %
15.4 %
33.3 %
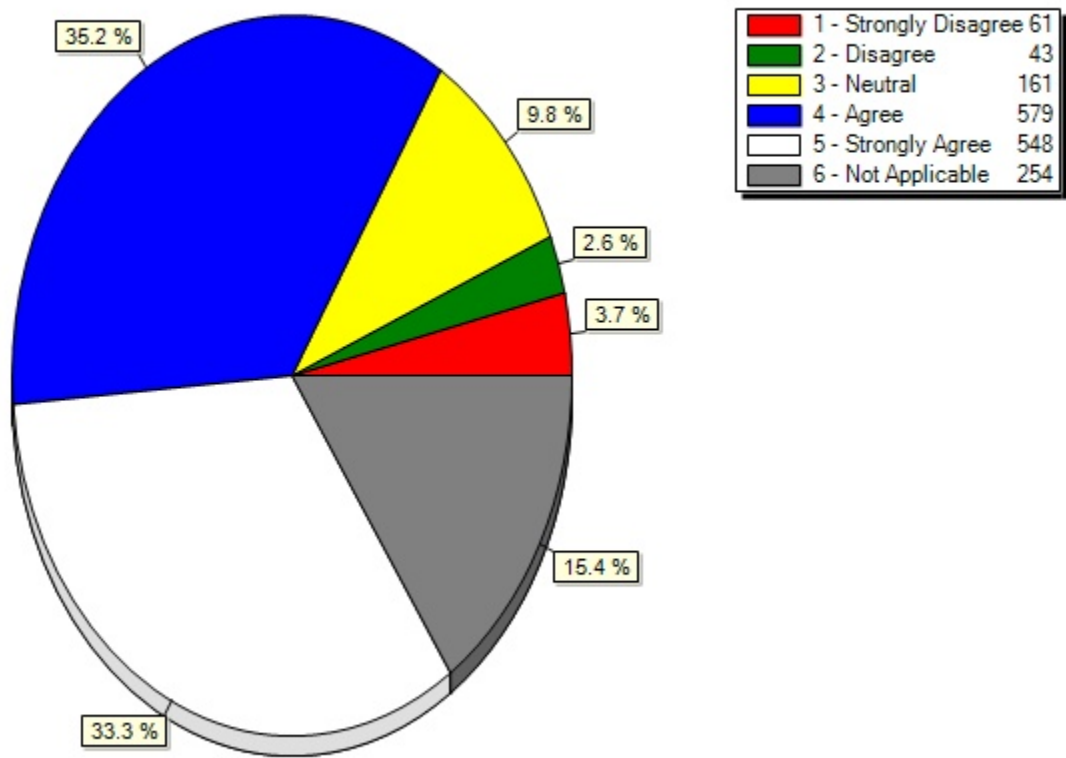
17.14) Class drop/add procedures are appropriate.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.14) Class drop/add procedures are appropriate.(Please rate your agreement with the following statements

1 - Strongly Disagree	74
2 - Disagree	50
3 - Neutral	241
4 - Agree	540
5 - Strongly Agree	463
6 - Not Applicable	280

14.6 %
32.8 %
3.0 %
4.5 %
17.0 %
28.1 %
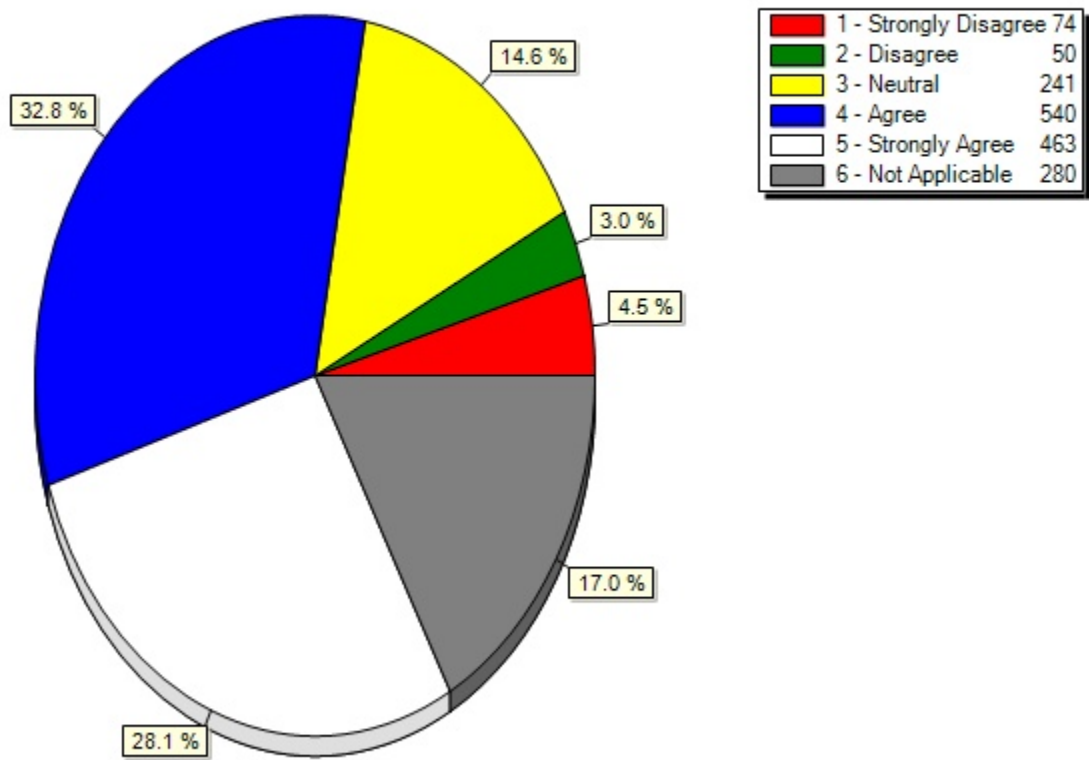
17.15) Classes are offered at convenient times.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.15) Classes are offered at convenient times.(Please rate your agreement with the following statements w

1 - Strongly Disagree	75
2 - Disagree	39
3 - Neutral	122
4 - Agree	580
5 - Strongly Agree	667
6 - Not Applicable	158
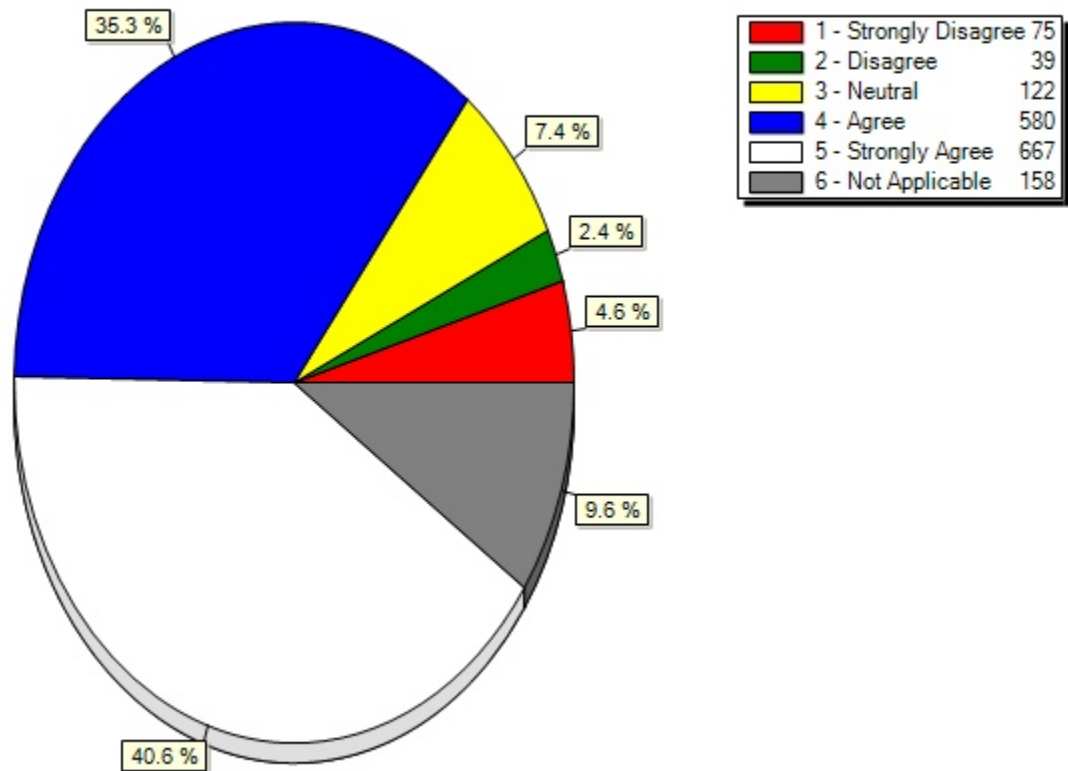
17.16) The classes I attend are well organized and well taught.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.16) The classes I attend are well organized and well taught.(Please rate your agreement with the follow

1 - Strongly Disagree	75
2 - Disagree	74
3 - Neutral	152
4 - Agree	555
5 - Strongly Agree	670
6 - Not Applicable	126

33.6 %
9.2 %
4.5 %
4.5 %
7.6 %
40.6 %

17.17) The University offers a variety of majors at my location.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.17) The University offers a variety of majors at my location.(Please rate your agreement with the follo

1 - Strongly Disagree	82
2 - Disagree	81
3 - Neutral	197
4 - Agree	530
5 - Strongly Agree	600
6 - Not Applicable	160
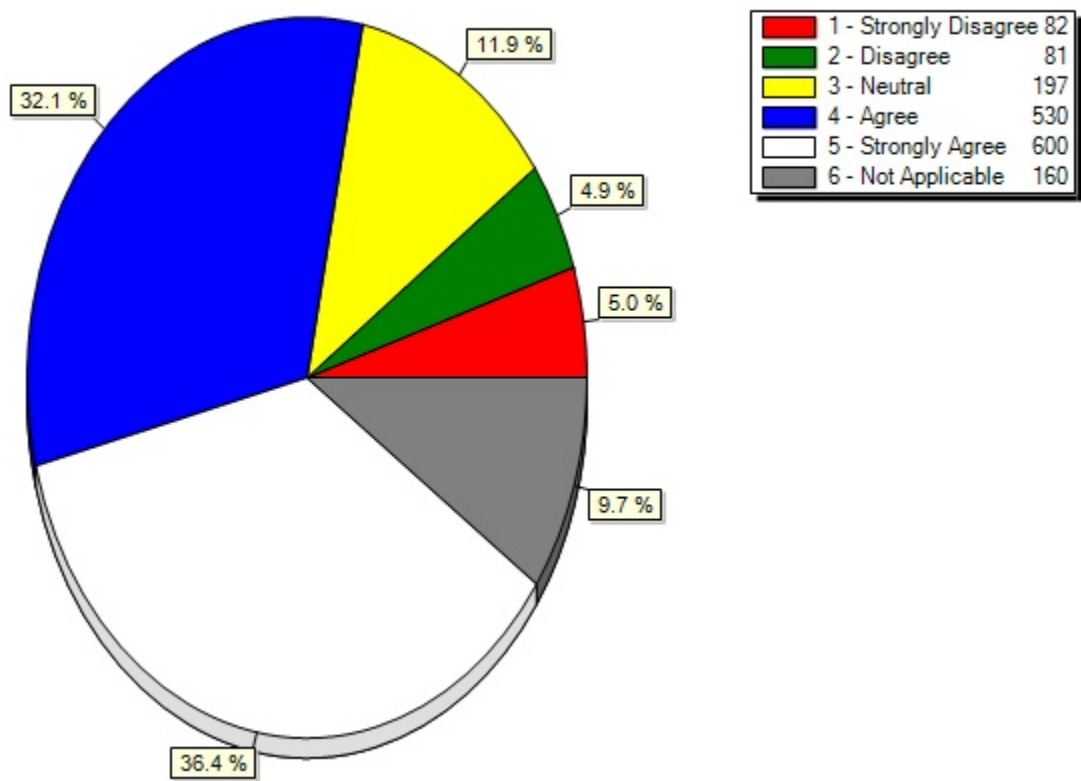
17.18) Tutorial services are sufficient.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.18) Tutorial services are sufficient.(Please rate your agreement with the following statements with reg

1 - Strongly Disagree	65
2 - Disagree	45
3 - Neutral	325
4 - Agree	387
5 - Strongly Agree	301
6 - Not Applicable	510

19.9 %

23.7 %

2.8 %

4.0 %

18.4 %

31.2 %
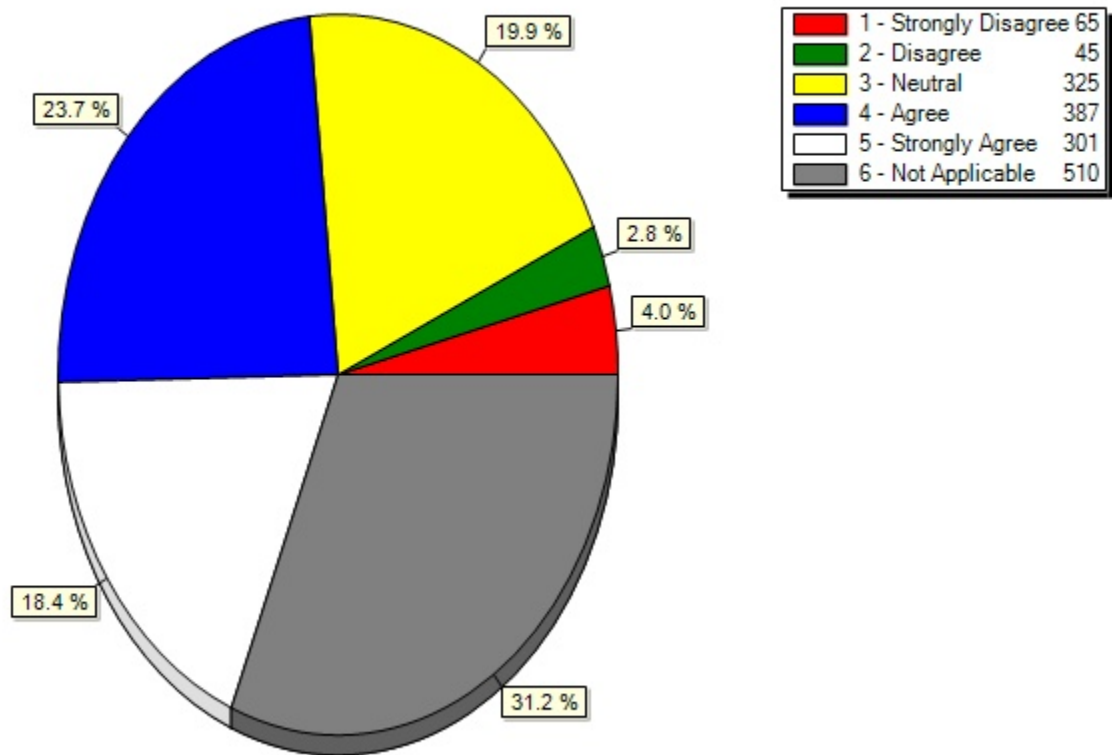
17.19) On-campus bookstore hours are convenient for students.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.19) On-campus bookstore hours are convenient for students.(Please rate your agreement with the followin

1 - Strongly Disagree	61
2 - Disagree	45
3 - Neutral	273
4 - Agree	376
5 - Strongly Agree	326
6 - Not Applicable	546

23.1 %

16.8 %

2.8 %

3.7 %

20.0 %

33.6 %

17.20) Purchasing textbooks through Troy Virtual Book Store is convenient.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.20) Purchasing textbooks through Troy Virtual BookStore is convenient.(Please rate your agreement with

1 - Strongly Disagree	98
2 - Disagree	49
3 - Neutral	245
4 - Agree	432
5 - Strongly Agree	501
6 - Not Applicable	316

14.9 %
26.3 %
3.0 %
6.0 %
19.3 %
30.5 %
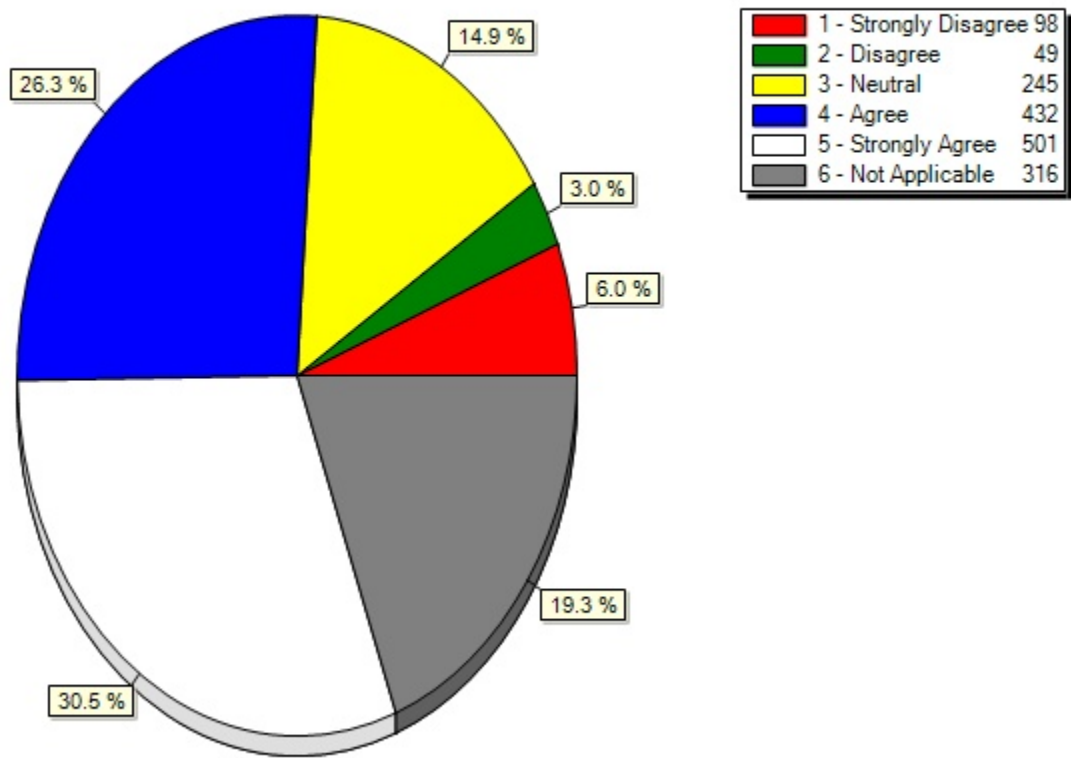
17.21) Student organizations are available for my participation.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.21) Student organizations are available for my participation.(Please rate your agreement with the follo

1 - Strongly Disagree	70
2 - Disagree	53
3 - Neutral	337
4 - Agree	325
5 - Strongly Agree	310
6 - Not Applicable	534

20.7 %
20.0 %
3.3 %
4.3 %
19.0 %
32.8 %
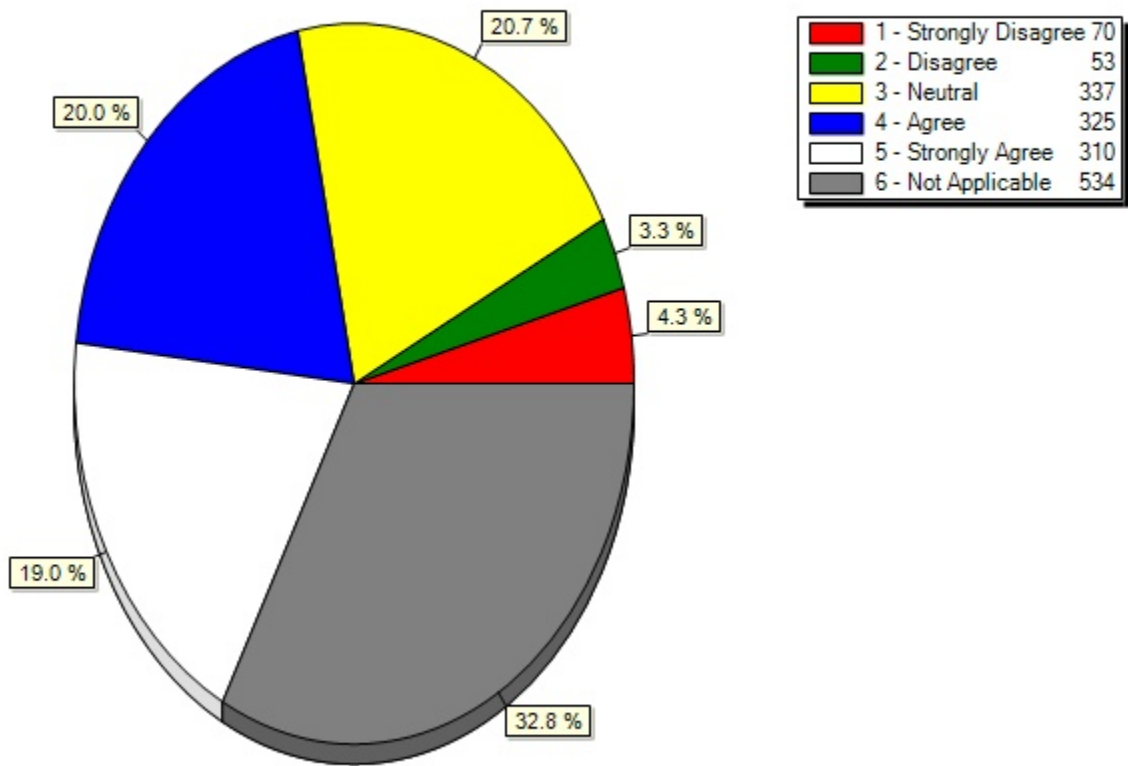
17.22) The semester/term format at my location accommodates my learning.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.22) The semester/term format at my location accommodates my learning.(Please rate your agreement with t

1 - Strongly Disagree	64
2 - Disagree	32
3 - Neutral	128
4 - Agree	602
5 - Strongly Agree	699
6 - Not Applicable	128
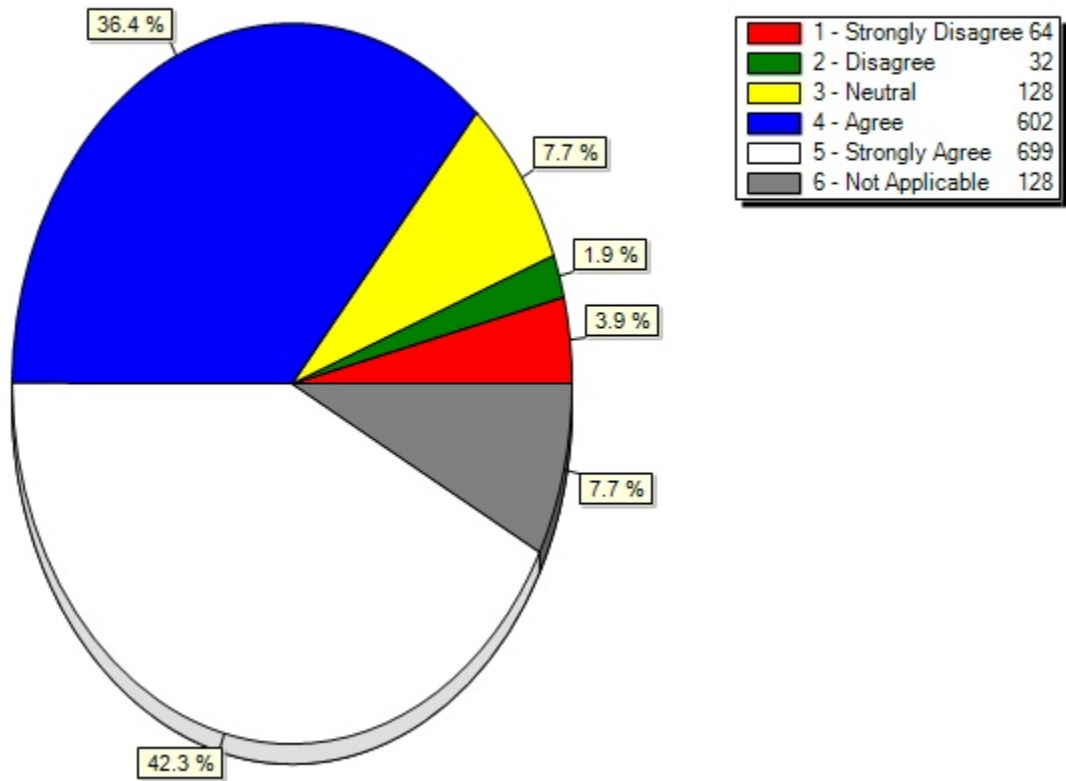
17.23) Troy University has a good reputation in my community.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.23) Troy University has a good reputation in my community.(Please rate your agreement with the followin

1 - Strongly Disagree	70
2 - Disagree	27
3 - Neutral	175
4 - Agree	505
5 - Strongly Agree	695
6 - Not Applicable	169

30.8 %
10.7 %
1.6 %
4.3 %
10.3 %
42.4 %
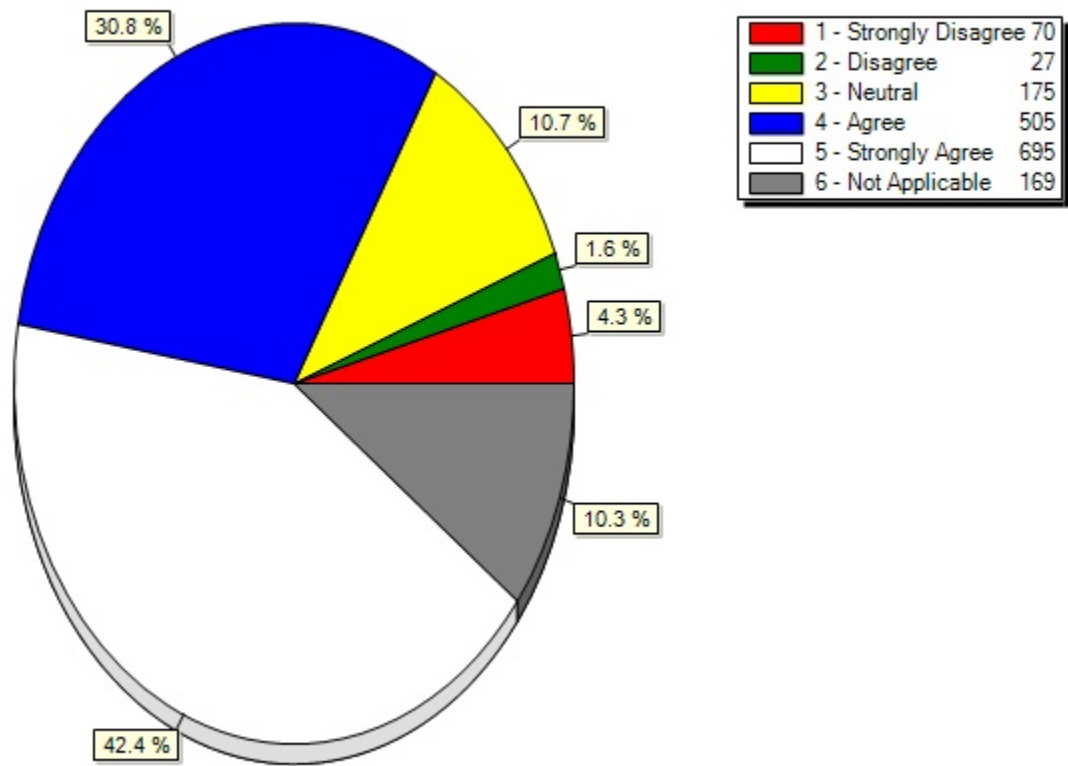
17.24) I am receiving a quality education at Troy University.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.24) I am receiving a quality education at Troy University.(Please rate your agreement with the followin

1 - Strongly Disagree	69
2 - Disagree	19
3 - Neutral	113
4 - Agree	549
5 - Strongly Agree	778
6 - Not Applicable	118

33.4 %
6.9 %
1.2 %
4.2 %
7.2 %
47.3 %
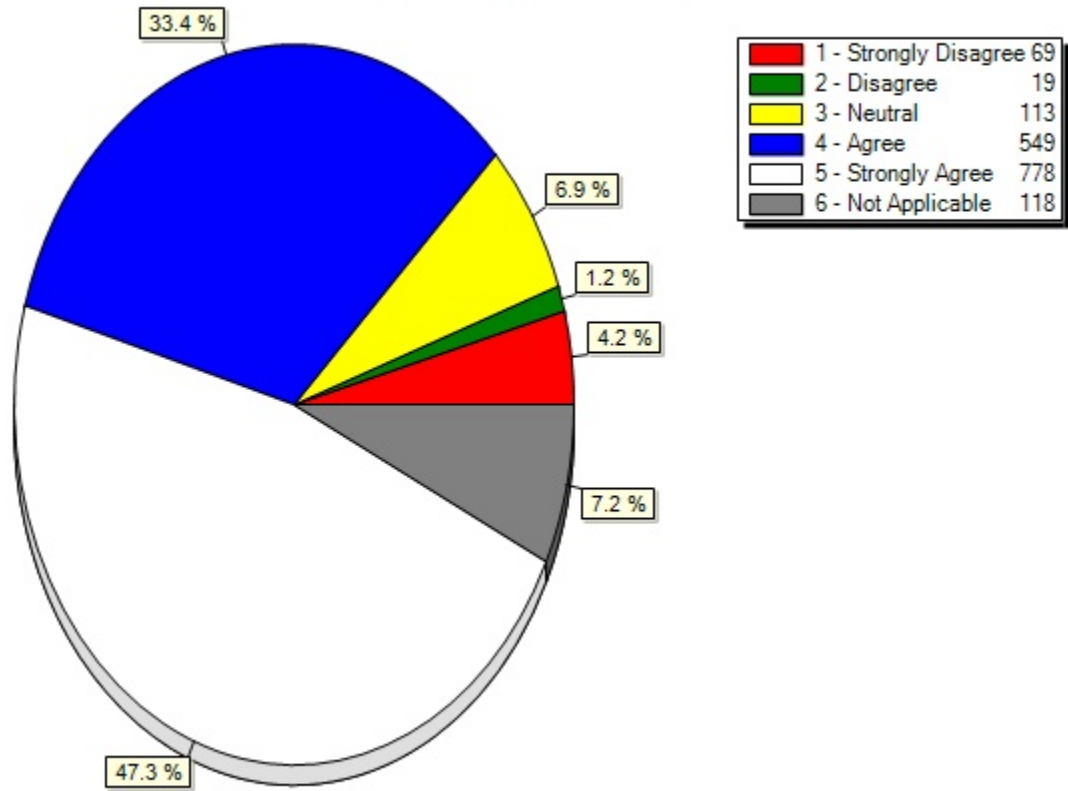
17.25) I would recommend Troy University to a friend who is planning to go to college.(Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:)

17.25) I would recommend Troy University to a friend who is planning to go to college.(Please rate your ag

1 - Strongly Disagree	99
2 - Disagree	32
3 - Neutral	104
4 - Agree	465
5 - Strongly Agree	822
6 - Not Applicable	130
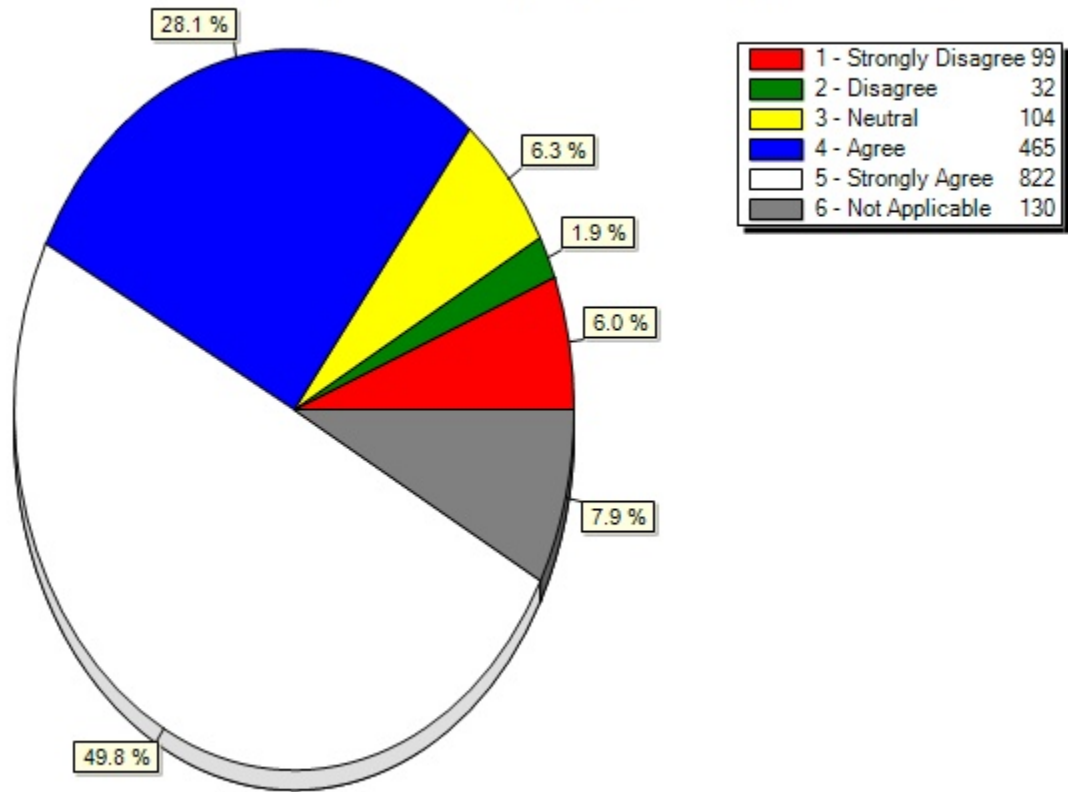
18) How did you first learn about TROY?

18) How did you first learn about TROY?

Alumni	275
Billboard	34
Direct Mail	18
Guidance Counselor	81
Internet	174
Newspaper	13
Radio	12
Television	52
Word of mouth	745
Other	249
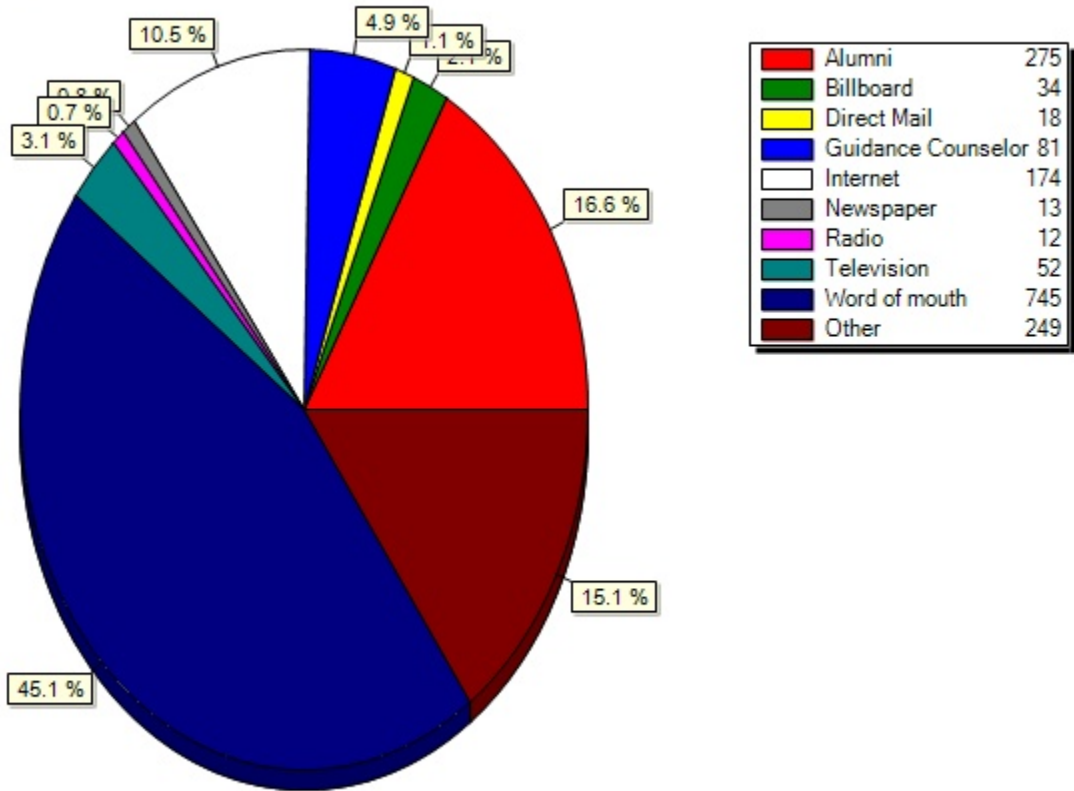
19) How did you learn about registration dates and times?

19) How did you learn about registration dates and times?

■ Billboard	22
■ Direct Mail	183
□ Internet	924
■ Newspaper	19
□ Radio	4
■ Television	14
■ Word of mouth	239
■ Other	222

56.8 %

11.2 %

1.4 %

13.6 %

14.7 %

0.9 %
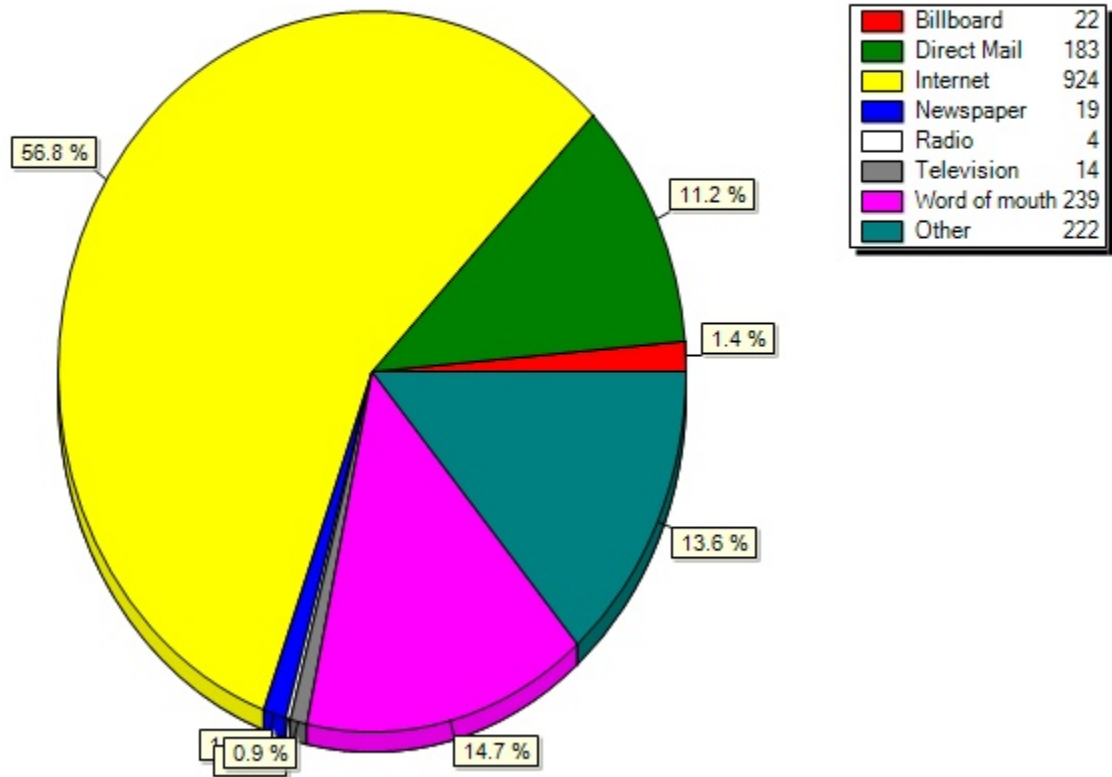
20) What is the best way to advertise to your friends?

20) What is the best way to advertise to your friends?
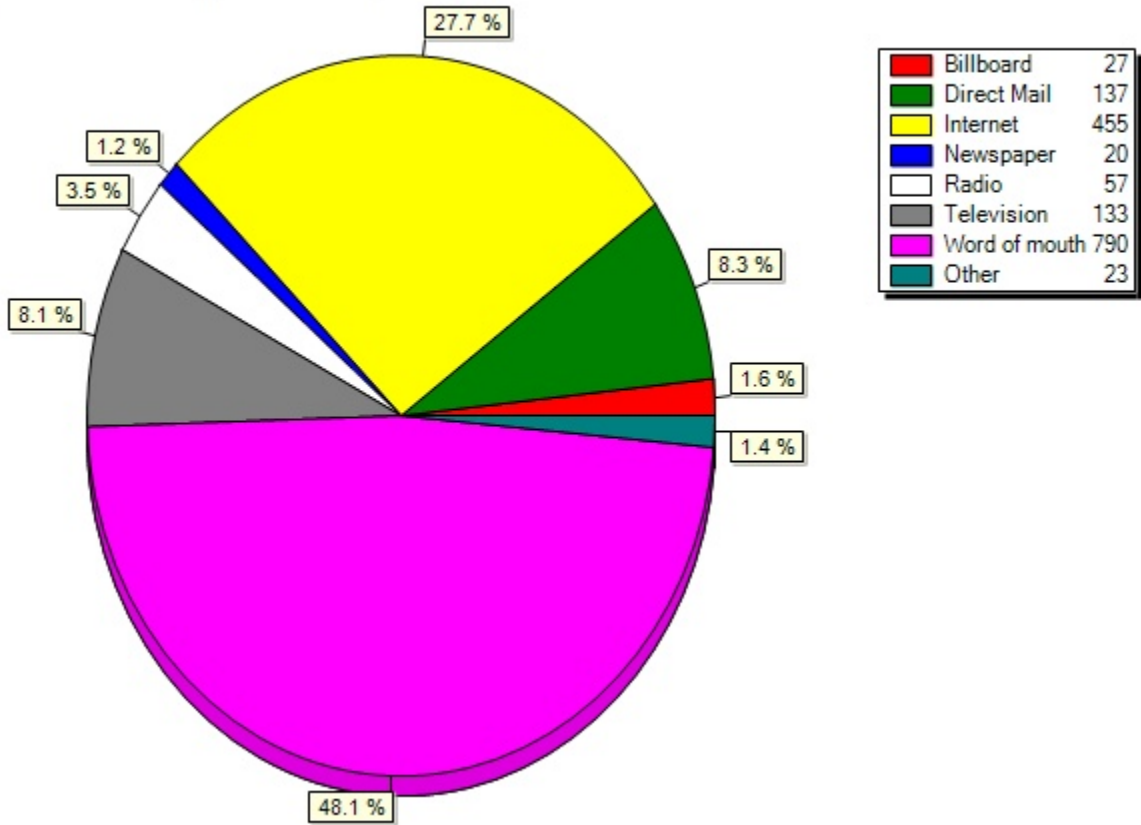
Billboard	27
Direct Mail	137
Internet	455
Newspaper	20
Radio	57
Television	133
Word of mouth	790
Other	23

21) How would you describe TROY to a friend? (Choose all that apply)

21) How would you describe TROY to a friend? (Choose all that apply)

Academically challenging	730
Caring	438
Convenient	1,160
Friendly	701
Good value for the price	800
Helpful	555
Student-centered	686
Other	89

Other — 5.3 %
Student-centered — 40.8 %
Helpful — 33.0 %
Good value for the price — 47.6 %
Friendly — 41.7 %
Convenient — 69.0 %
Caring — 26.1 %
Academically challenging — 43.4 %
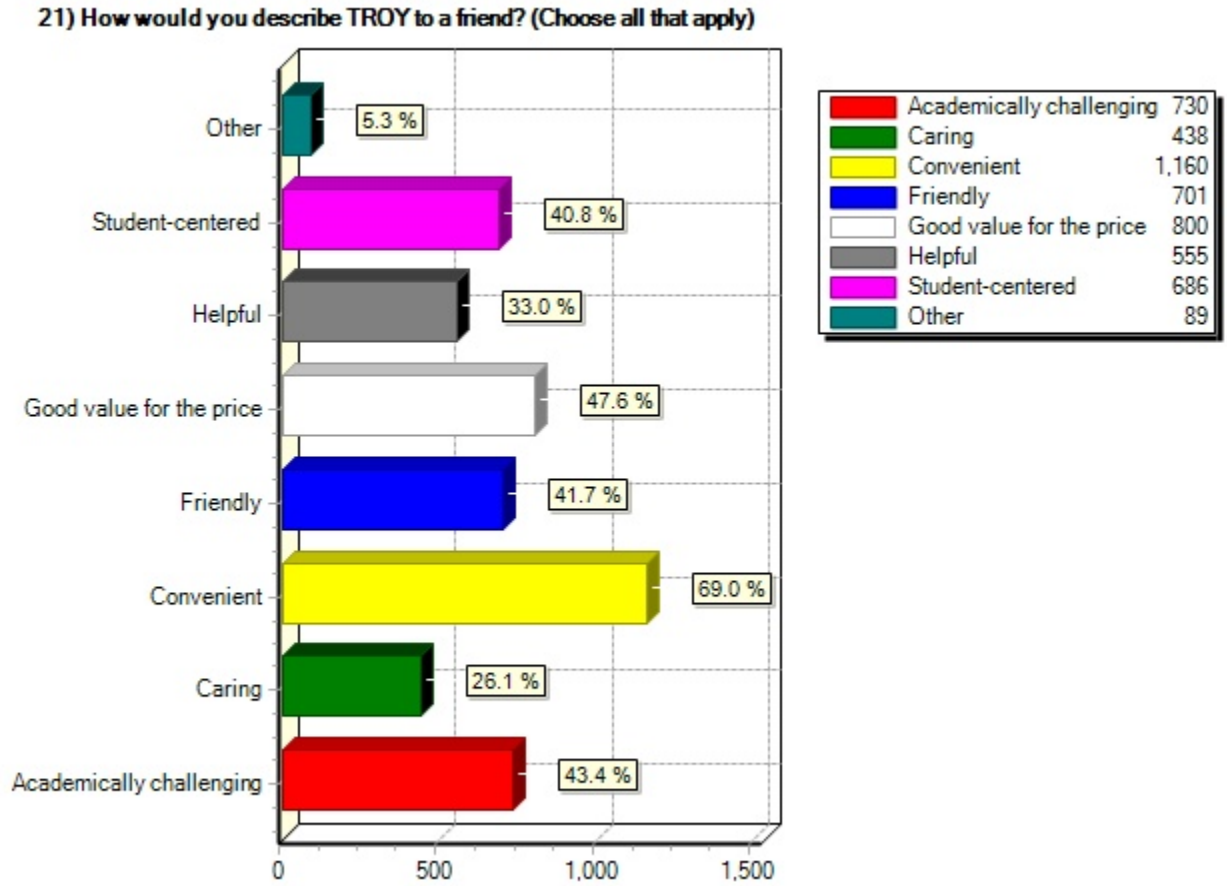
22) Which statement below do you agree with most?

22) Which statement below do you agree with most?

■ (red)	I read constantly for my own pers ..514
■ (green)	I don't have much time to read fo ... 884
■ (yellow)	I only read what I'm supposed to ...214
■ (blue)	I basically don't read books much ... 44

31.0 %

2.7 %

53.4 %

12.9 %
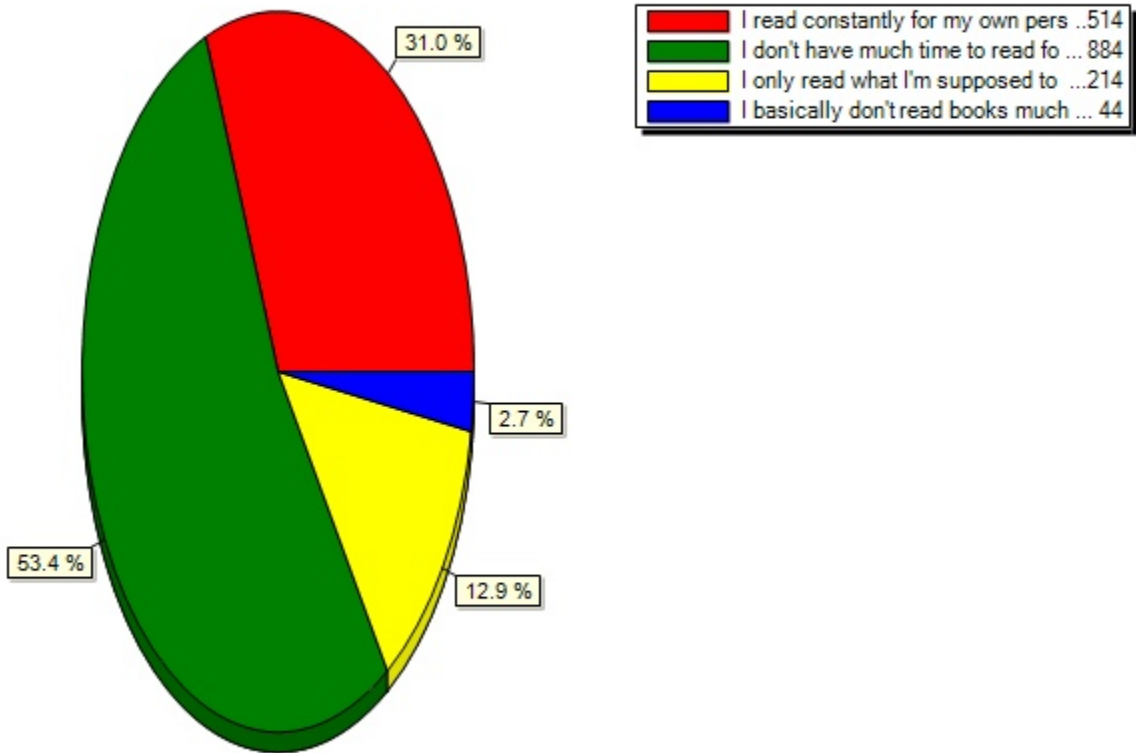
23) Most often, the reason I read is... (Please choose the best answer from this selection).

23) Most often, the reason I read is... (Please choose the best answer from this selection).

▮ (red)	Just for the pleasure of it	589
▮ (green)	Because I have to for school	382
▮ (yellow)	Because I get bored and have noth ...	34
▮ (blue)	To learn new things on my own	590
▯ (white)	I don't really read much	53
▮ (gray)	Because my parents encourage me t ...	6

35.6 %

23.1 %

0.4 %

3.2 %

2.1 %

35.7 %
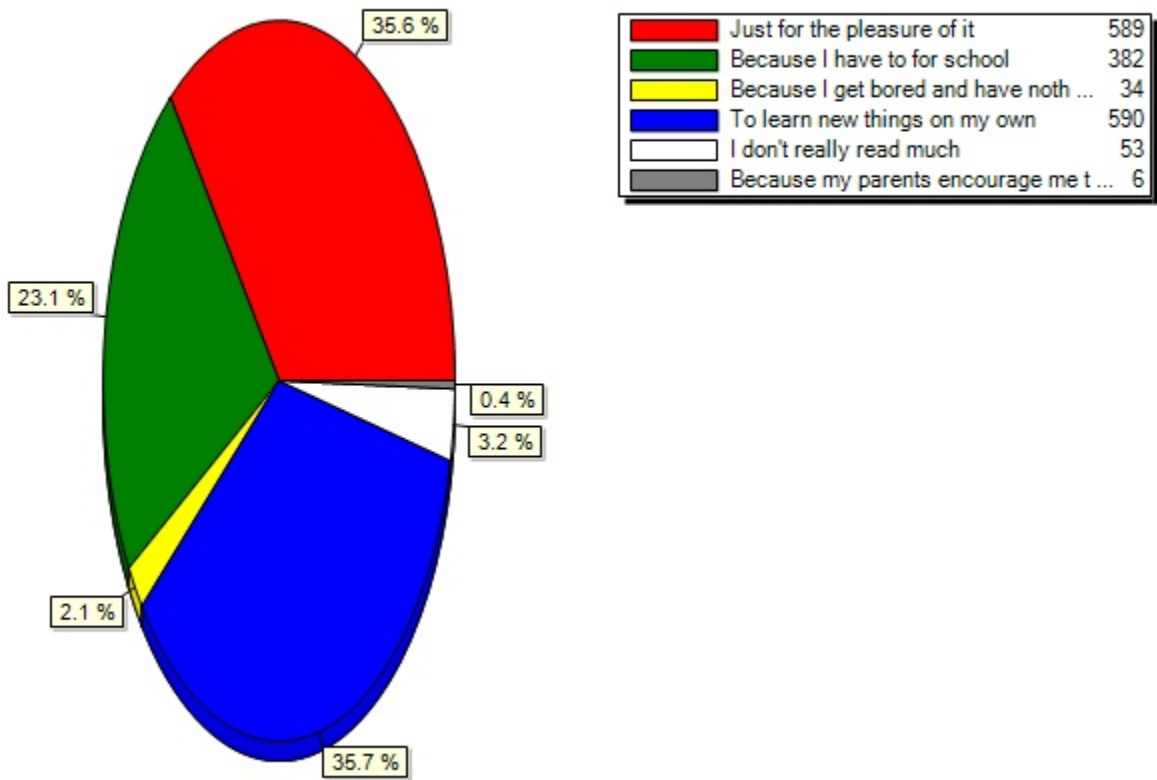
24) How would you rate your reading level?

24) How would you rate your reading level?

	Advanced	529
	Above average	653
	Average	428
	Below average	44
	Poor	2
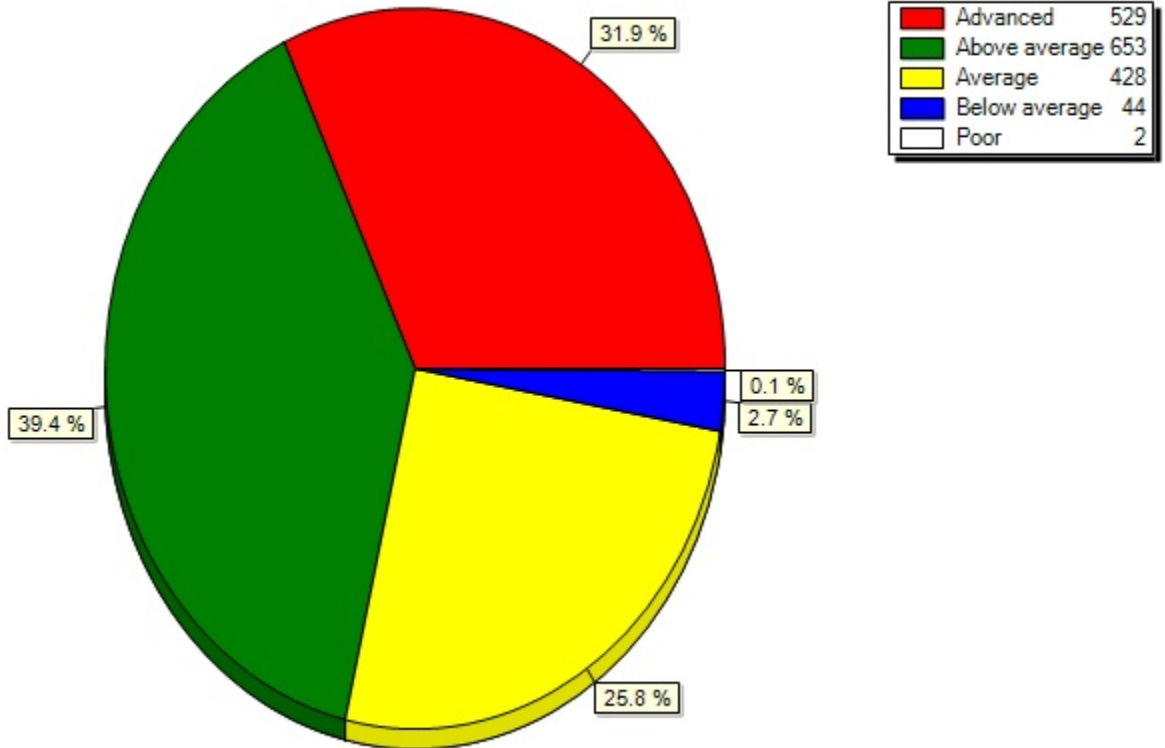
25) Which of the following do you read? Check all that apply.

25) Which of the following do you read? Check all that apply.

Label	Percentage
None of the above	0.1 %
Sports magazines	21.7 %
Self-help literature	30.2 %
School papers or other newsletter ...	39.3 %
Religious literature/books	45.2 %
Puzzles/Games/Humor magazines	22.4 %
Online websites or webzines	61.5 %
Newspapers	72.1 %
News magazines	45.5 %
Music/Computers/Entertainment mag ...	32.5 %
Magazines about video games	8.6 %
Fashion/Beauty magazines	47.1 %
Computer manuals or other electro ...	24.8 %
Comic books or graphic novels	11.2 %
Cereal boxes, instructional pamph ...	50.1 %
Books I read outside of class for ...	70.6 %
Books assigned for class	91.6 %

	Legend	Count
	Books assigned for class	1,539
	Books I read outside of class for ...	1,187
	Cereal boxes, instructional pamph ...	843
	Comic books or graphic novels	188
	Computer manuals or other electro ...	417
	Fashion/Beauty magazines	792
	Magazines about video games	144
	Music/Computers/Entertainment mag ...	547
	News magazines	765
	Newspapers	1,212
	Online websites or webzines	1,033
	Puzzles/Games/Humor magazines	376
	Religious literature/books	759
	School papers or other newsletter ...	661
	Self-help literature	508
	Sports magazines	365
	None of the above	2

26) Not including school assignments, how much do you read?

26) Not including school assignments, how much do you read?

■ (red)	Outside of school assignments, I ..121	
■ (green)	Under one book per month	454
□ (yellow)	One book per month	448
■ (blue)	2-3 books per month	385
□ (white)	3-5 books per month	150
■ (gray)	5-10 books per month	60
■ (magenta)	10-20 books per month	14
■ (teal)	More than 20 books per month	11

27.6 %

7.4 %

27.3 %

0.7 %

3.7 %

9.1 %

23.4 %
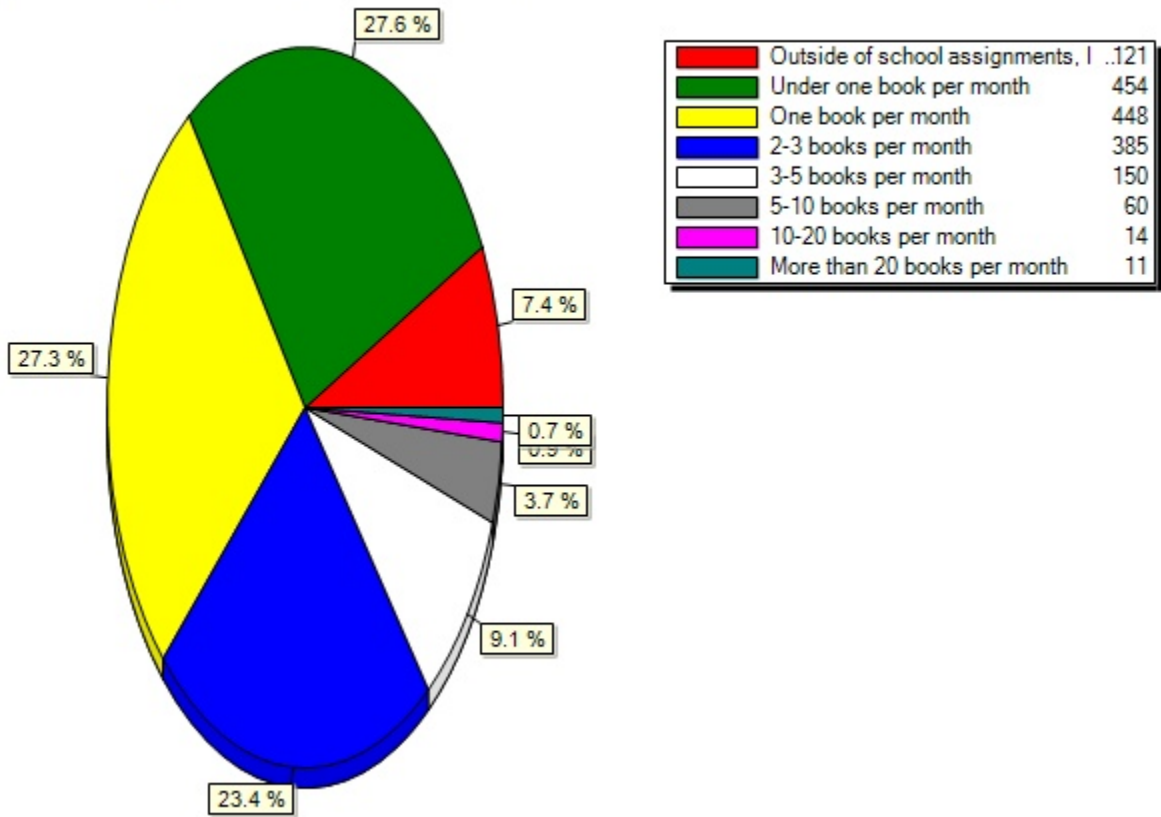
27) What kind of books do you like to read for pleasure? Check all that apply.

27) What kind of books do you like to read for pleasure? Check all that apply.

Other	10.8 %
None	3.9 %
True Stories	53.4 %
Sports	13.7 %
Science Fiction	19.3 %
Romance	38.8 %
Mystery	39.0 %
How-to books	27.2 %
Horror	15.9 %
Fantasy	25.6 %
Factual books, like a book about ...	19.9 %
Books about your hobbies or colle ...	18.0 %
Biography/Autobiography	38.3 %
Adventure	36.1 %

	Legend	
	Adventure	607
	Biography/Autobiography	643
	Books about your hobbies or colle ..303
	Factual books, like a book about ...335
	Fantasy	430
	Horror	268
	How-to books	457
	Mystery	655
	Romance	652
	Science Fiction	325
	Sports	231
	True Stories	897
	None	65
	Other	181

28) Which of the following characters/people do you like to read about? Check all that apply.

28) Which of the following characters/people do you like to read about? Check all that apply.

Animals	283
Celebrities	587
Characters from movies or televis ...	440
Fantasy characters - like super h ...	344
Historical figures	782
Musicians	379
People or characters my age who h ..	691
People or characters my age wrest ...	607
People or characters who are a lo ...	633
People or characters who are a lo ...	735
Sports figures	274
None	95
Other	49

29) About how often do you discuss books with others?

29) About how often do you discuss books with others?

■	Daily	146
■	Weekly	389
■	Monthly	367
■	A few times per year	457
□	Once per year	93
■	Never	200
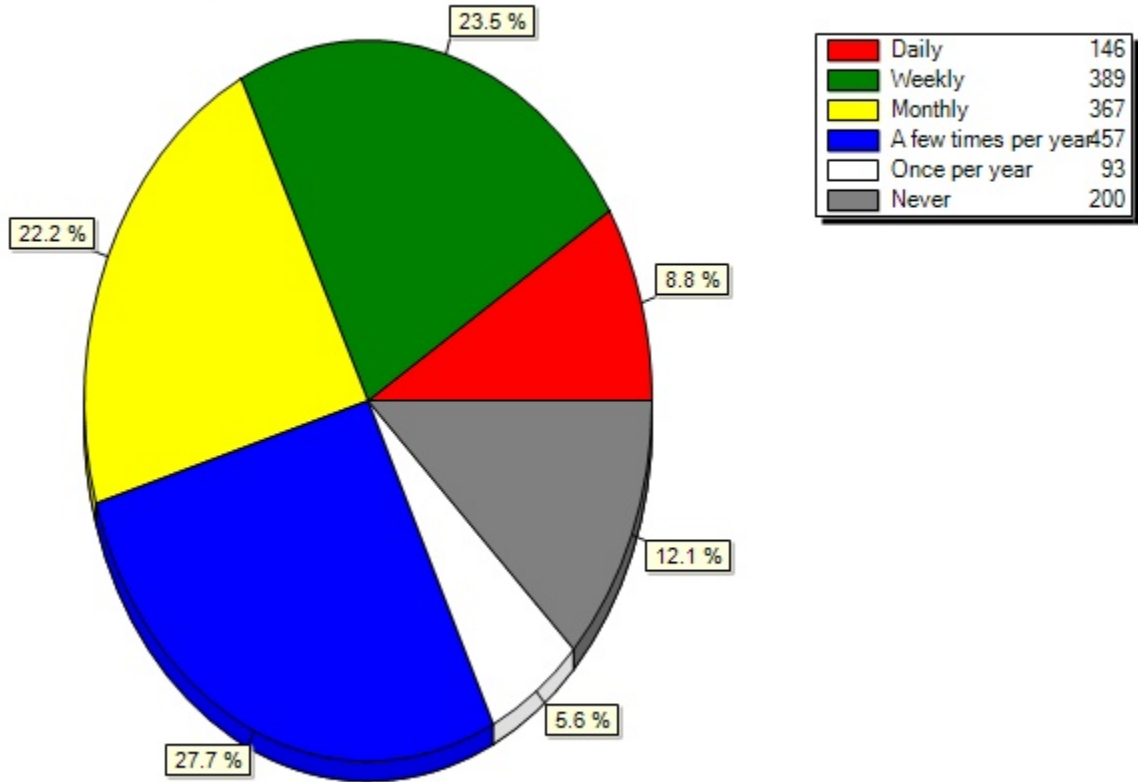
Appendix 30 – 2008 New Student Survey Instrument

New Student Survey - Fall 2008

Troy University is interested in your success as a student. Your feedback is needed to help evaluate the University's programs and services. Your thoughtful and honest responses to the survey questions are highly appreciated. Your input is anonymous.

1) Gender:

○ Male
○ Female

2) Ethnicity:

○ Nonresident Alien
○ Black, non-Hispanic
○ American Indian/Alaska Native
○ Asian/Pacific Islander
○ Hispanic
○ White, non-Hispanic
○ Race/ethnicity unknown

3) Age:

○ 18-19
○ 20-21
○ 21-24
○ 25-29
○ 30-34
○ 35-39
○ 40-49
○ 50-64
○ 65 or over

4) Enrollment Status:

○ Dually-enrolled high school student
○ First-time freshman (an undergraduate student attending college for the first time)
○ First-time graduate (a graduate student enrolled in a graduate program for the first time)
○ Undergraduate transfer student (an undergraduate student who transferred to TROY from another college or university)
○ Graduate transfer student (a graduate student who transferred to TROY from another college or university)
○ Undergraduate transient student (an undergraduate student attending TROY temporarily)
○ Graduate transient student (a graduate student attending TROY temporarily)
○ Other (please specify)

If you selected other, please specify

_____

5) Campus where you are currently enrolled:

- ○ Dothan
- ○ Montgomery
- ○ Phenix City
- ○ Troy
- ○ eCampus (Taking online courses only)
- ○ Global Campus (Campuses or sites outside of Alabama formerly called University College)

6) If you selected Global Campus in the prior question, please select the site from which you are taking classes now:

- ○ Albany, Georgia
- ○ Atlanta, Georgia
- ○ Augusta, Georgia
- ○ Bangkok, Thailand
- ○ Bethesda, Maryland
- ○ Brunswick, Georgia
- ○ Clarksville, Tennessee
- ○ Colombo, Sri Lanka
- ○ Covington, Georgia
- ○ Dam Neck, Virginia
- ○ Davis-Monthan AFB, Arizona
- ○ Distance Learning, Florida/Western Region
- ○ Distance Learning, Pacific Region
- ○ Distance Learning, Troy, Alabama
- ○ eArmyU Programs
- ○ Fayetteville, North Carolina
- ○ Fort Belvoir, Virginia
- ○ Fort Benning, Georgia
- ○ Fort Bragg, North Carolina
- ○ Fort Carson/Colorado Springs, Colorado
- ○ Fort Eustis, Virginia
- ○ Fort Gordon, Georgia
- ○ Fort Lewis, Washington
- ○ Fort Monroe, Virginia
- ○ Fort Myer, Virginia/Pentagon
- ○ Fort Walton Beach Area
- ○ Guam Campus
- ○ Guantanamo Bay, Cuba
- ○ Guayaquil, Ecuador
- ○ Hanoi, Vietnam
- ○ Heidelberg, Germany
- ○ Ho Chi Minh City, Vietnam
- ○ Holloman AFB, New Mexico
- ○ Hong Kong
- ○ Jacksonville, Florida
- ○ Kadena AB, Okinawa, Japan

❍ Kuala Lumpur, Malaysia
❍ Langley AFB, Virginia
❍ Little Creek Amphibious Base, Virginia
❍ Malacca, Malaysia
❍ Malmstrom AFB
❍ Misawa AB, Japan
❍ Mumbai, India
❍ New Orleans, Louisiana
❍ Norfolk Naval Station, Virginia
❍ Norfolk Regional Office, Virginia
❍ Oceana NAS, Virginia
❍ Orlando, Florida
❍ Pensacola, Florida
❍ Portsmouth
❍ Savannah, Georgia
❍ Seoul, Korea
❍ Sharjah, United Arab Emirates
❍ Shaw AFB, South Carolina
❍ Taipei, Taiwan
❍ Tampa/MacDill AFB, Florida
❍ Tyndall AFB, Florida
❍ Vidalia, Georgia
❍ Yongsan Garrison, Seoul, Korea
❍ Other (please specify)

If you selected other, please specify
_____

7) College you are attending:

❍ Arts & Sciences
❍ Business
❍ Education
❍ Communication and Fine Arts
❍ Health and Human Services

8) Degree program you are in:

❍ Associate
❍ Bachelor's
❍ Master's
❍ Education Specialist
❍ Other

9) What is your major/concentration? (Select your major from the appropriate college you belong to.)

College of Arts & Sciences

❍ Applied Computer Science
❍ Computer Science
❍ Biology

- ❍ Biology Education
- ❍ Chemistry
- ❍ Chemistry Education
- ❍ Comprehensive General Science
- ❍ Comprehensive General Science Education
- ❍ Criminal Justice
- ❍ English
- ❍ English Language Arts Education
- ❍ Environmental and Biological Science
- ❍ Environmental Science
- ❍ General Education
- ❍ Geomatics
- ❍ History
- ❍ History Education
- ❍ International Relations
- ❍ Mathematics
- ❍ Mathematics Education
- ❍ Political Science
- ❍ Public Administration
- ❍ Social Science
- ❍ Social Science Education
- ❍ Sociology
- ❍ Other (please specify)

If you selected other, please specify
_____

10) Sorrell College of Business

- ❍ Associate of Science in Business
- ❍ Accounting
- ❍ Economics
- ❍ Finance
- ❍ Marketing
- ❍ Management
- ❍ Human Resource Management
- ❍ Hospitality and Tourism Management
- ❍ Information System
- ❍ International Economic Development
- ❍ General Business
- ❍ International Business
- ❍ Small Business and Entrepreneurship
- ❍ Risk Management and Insurance
- ❍ Technology and Resource Management
- ❍ Production & Operation Management
- ❍ Master of Business Administration
- ❍ Executive Master of Business Administration
- ❍ Other (please specify)

If you selected other, please specify
_____

11) College of Communication and Fine Arts

- ❍ Art
- ❍ Art Education
- ❍ Art Studio
- ❍ Communication Arts - Dramatic Arts
- ❍ Communication Arts - Speech Communication
- ❍ Communication Arts - Communication Studies
- ❍ Design, Technology, and Industry
- ❍ Journalism
- ❍ Broadcast Journalism
- ❍ Music
- ❍ Music Education
- ❍ Foreign Language
- ❍ Other (please specify)

If you selected other, please specify
_____

12) College of Education

- ❍ Early Childhood Education
- ❍ Elementary Education
- ❍ Secondary Education
- ❍ Post-Secondary Education
- ❍ Interdisciplinary Education
- ❍ Gifted Education
- ❍ Reading Specialist Education
- ❍ Collaborative Teacher K – 6
- ❍ Collaborative Teacher 6 – 12
- ❍ Adult Education
- ❍ Educational Administration
- ❍ Education Administration and Leadership
- ❍ School Counseling
- ❍ School Psychometry
- ❍ Rehabilitation Counseling
- ❍ Social Services Counseling
- ❍ Substance Abuse Counseling
- ❍ Clinical Mental Counseling
- ❍ Community Counseling
- ❍ Correction Counseling
- ❍ Student Services Counseling
- ❍ Psychology
- ❍ Other (please specify)

If you selected other, please specify
_____

13) College of Health and Human Services

❍ Athletic Training
❍ Human Services
❍ Rehabilitation
❍ Health and Physical Education
❍ Physical Education
❍ Nursing
❍ Social Work
❍ Sport and Fitness Management
❍ Other (please specify)

If you selected other, please specify
_____

14) When you applied for admission to college, Troy University was your:

❍ First choice
❍ Second choice
❍ Third choice
❍ Fourth choice

15) Prior to enrollment in Troy University, did you visit the campus where you enrolled?

❍ Yes
❍ No

16) Please select the reasons why you have chosen to attend Troy University (select as many as apply):

❑ Good academic reputation
❑ Good reputation for social activities
❑ Rankings in national magazines
❑ Graduates get good jobs
❑ Size of campus
❑ Location
❑ Affordability
❑ Availability of financial aid
❑ Admission standards
❑ Academic programs
❑ Flexibility of schedule
❑ Social atmosphere
❑ Diversity of student body
❑ Athletics
❑ Performing arts (band, collegiate singers, drama, etc.)
❑ Recommendation of high school counselor
❑ Recommendation of college counselor
❑ Parents' recommendation
❑ Friends' recommendation
❑ Alumni recommendation
❑ Other (please specify)

If you selected other, please specify

_____

17) Please rate your agreement with the following statements with regard to academic programs, student services, and administrative procedures at Troy University:

	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree	6 - Not Applicable
TROY personnel are knowledgeable and helpful.	❍	❍	❍	❍	❍	❍
Faculty care about students as individuals.	❍	❍	❍	❍	❍	❍
I feel I can talk to faculty about my academic concerns.	❍	❍	❍	❍	❍	❍
Academic advising is adequate.	❍	❍	❍	❍	❍	❍
Sufficient financial aid options are available.	❍	❍	❍	❍	❍	❍
The tuition payment plan is beneficial for students.	❍	❍	❍	❍	❍	❍
Class information provided prior to enrollment was helpful.	❍	❍	❍	❍	❍	❍
Registration dates, times, and procedures were made clear to me prior to enrollment.	❍	❍	❍	❍	❍	❍
The online registration process is user-friendly.	❍	❍	❍	❍	❍	❍
The on-site registration process is user-friendly.	❍	❍	❍	❍	❍	❍
Students seldom get the "run around" when seeking information.	❍	❍	❍	❍	❍	❍
The online Schedule of Classes is informative and easy to follow.	❍	❍	❍	❍	❍	❍
The printed Schedule of Classes is informative and easy to follow.	❍	❍	❍	❍	❍	❍
Class drop/add procedures are appropriate.	❍	❍	❍	❍	❍	❍
Classes are offered at convenient times.	❍	❍	❍	❍	❍	❍
The classes I attend are well organized and well taught.	❍	❍	❍	❍	❍	❍
The University offers a variety of majors at my location.	❍	❍	❍	❍	❍	❍
Tutorial services are sufficient.	❍	❍	❍	❍	❍	❍
On-campus bookstore hours are convenient for students.	❍	❍	❍	❍	❍	❍
Purchasing textbooks through Troy Virtual Book Store is convenient.	❍	❍	❍	❍	❍	❍
Student organizations are available for my participation.	❍	❍	❍	❍	❍	❍
The semester/term format at my location accommodates my learning.	❍	❍	❍	❍	❍	❍

Troy University has a good reputation in my community.	○	○	○	○	○	○
I am receiving a quality education at Troy University.	○	○	○	○	○	○
I would recommend Troy University to a friend who is planning to go to college.	○	○	○	○	○	○

18) How did you first learn about TROY?

- ○ Alumni
- ○ Billboard
- ○ Direct Mail
- ○ Guidance Counselor
- ○ Internet
- ○ Newspaper
- ○ Radio
- ○ Television
- ○ Word of mouth
- ○ Other (please specify)

If you selected other, please specify
_____

19) How did you learn about registration dates and times?

- ○ Billboard
- ○ Direct Mail
- ○ Internet
- ○ Newspaper
- ○ Radio
- ○ Television
- ○ Word of mouth
- ○ Other (please specify)

If you selected other, please specify
_____

20) What is the best way to advertise to your friends?

- ○ Billboard
- ○ Direct Mail
- ○ Internet
- ○ Newspaper
- ○ Radio
- ○ Television
- ○ Word of mouth
- ○ Other (please specify)

If you selected other, please specify
_____

21) How would you describe TROY to a friend? (Choose all that apply)

❑ Academically challenging
❑ Caring
❑ Convenient
❑ Friendly
❑ Good value for the price
❑ Helpful
❑ Student-centered
❑ Other (please specify)

If you selected other, please specify
_____

22) Which statement below do you agree with most?

❍ I read constantly for my own personal satisfaction, and I love it.
❍ I don't have much time to read for pleasure, but I like to when I get the chance.
❍ I only read what I'm supposed to for school.
❍ I basically don't read books much at all.

23) Most often, the reason I read is… (Please choose the best answer from this selection).

❍ Just for the pleasure of it
❍ Because I have to for school
❍ Because I get bored and have nothing else to do
❍ To learn new things on my own
❍ I don't really read much
❍ Because my parents encourage me to

24) How would you rate your reading level?

❍ Advanced
❍ Above average
❍ Average
❍ Below average
❍ Poor

25) Which of the following do you read? Check all that apply.

❑ Books assigned for class
❑ Books I read outside of class for pleasure
❑ Cereal boxes, instructional pamphlets and other product packaging
❑ Comic books or graphic novels
❑ Computer manuals or other electronic equipment manuals
❑ Fashion/Beauty magazines
❑ Magazines about video games
❑ Music/Computers/Entertainment magazines
❑ News magazines

❑ Newspapers
❑ Online websites or webzines
❑ Puzzles/Games/Humor magazines
❑ Religious literature/books
❑ School papers or other newsletters
❑ Self-help literature
❑ Sports magazines
❑ None of the above

26) Not including school assignments, how much do you read?

○ Outside of school assignments, I don't read at all
○ Under one book per month
○ One book per month
○ 2-3 books per month
○ 3-5 books per month
○ 5-10 books per month
○ 10-20 books per month
○ More than 20 books per month

27) What kind of books do you like to read for pleasure? Check all that apply.

❑ Adventure
❑ Biography/Autobiography
❑ Books about your hobbies or collecting
❑ Factual books, like a book about dinosaurs or space
❑ Fantasy
❑ Horror
❑ How-to books
❑ Mystery
❑ Romance
❑ Science Fiction
❑ Sports
❑ True Stories
❑ None
❑ Other (please specify)

If you selected other, please specify
_____

28) Which of the following characters/people do you like to read about? Check all that apply.

❑ Animals
❑ Celebrities
❑ Characters from movies or television shows
❑ Fantasy characters - like super heroes, people from other worlds, or the future
❑ Historical figures
❑ Musicians
❑ People or characters my age who have done some cool or amazing thing
❑ People or characters my age wrestling with tough issues, like crime, drug abuse or poverty
❑ People or characters who are a lot different than me
❑ People or characters who are a lot like me

❑ Sports figures
❑ None
❑ Other (please specify)

If you selected other, please specify
_____

29) About how often do you discuss books with others?

○ Daily
○ Weekly
○ Monthly
○ A few times per year
○ Once per year
○ Never

30) Additional comments about your experience as a new student at Troy University:

_____
_____
_____

Thank you for participating in the Troy University New Student Survey.